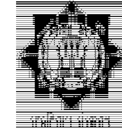
All India Oriental Conference
Centenary Celebration Publication Series-61

Research Oriented Library Services

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PREFACE

It is indeed a matter of great pleasure and pride for Kavikulaguru Kalidas Sanskrit University, Ramtek to have this rarest opportunity of hosting the 50th session of All India Oriental Conference at Nagpur. This AIOC-50th session at Nagpur will be forever remembered by all as the year 2019 also happens to be the year of Centenary Celebration of AIOC. The premier objective with which the great scholars of yester years had contemplated and established this national academic event called All India Oriental Conference has been achieved through these years with scores of young scholars contributing significantly to the treasure house of knowledge through their valuable research work.

The research of yore and of the present should be properly recorded so as to make it easily available to all lovers of knowledge and wisdom in the years to come. With this objective, we have contemplated to commemorate the 100th year of this grand event of 50th session of AIOC by way of publishing 100 monographs on different subjects in four languages viz., Sanskrit, Hindi, Marathi and English. It is no doubt a herculean task but still worth of it, for the reason that these 100 monographs will inspire many young scholars to take upon a fresh study and research of the oriental subjects with more vigour and zeal.

The AIOC Centenary Publication Series includes wide variety of subjects like Literature, Language, Veda, Indian Philosophy, Sanskrit Grammar, Law, Children Literature, Yoga, Astronomy and Astrology, Ayurveda, Pali, Prakrit, Jain, Buddhism, Education, Library Science, Poetics, Aesthetics, and Indology. It also includes reprint of some rare texts of academic importance which have gone out of print are not easily available. We wish to mark this centenary celebrations with this series that connects the glory of the past and aspirations of future. I place on record my sincere gratitude to all the authors of these monographs who have kindly contributed to the richness of this

series.

I am confident that the books published in these series will definitely inspire the lovers of Oriental Learning in general and of Sanskrit Language and Literature in particular.

On this occasion, we have published a memorable book of all the speeches of Section-Presidents of all previous sessions of AIOC. It is indeed a very capacious addition to any collection. I with all respect thank two eminent scholars of our times - Prof. Gautam Patel, President and Prof. Saroja Bhate, General Secretary, the torch bearers of AIOC who have not only encouraged us in this venture but also made all efforts to provide these valuable historical speeches for us. I thank all executive members of AIOC and my colleagues of the varsity for making this event a grand success.

My words fall short in describing the painstaking efforts and scholarly commitment of my esteemed colleague Prof. Madhusudan Penna, local secretary of this session in bringing out this series.

I also take this opportunity to profusely thank Shri. Subhash Jain and Shri Dipak Jain, the proprietors of New Bharatiya Book Corporation, New Delhi for their enthusiastic approach and timely work with all precision and grace.

Let us all sanctify ourselves in the eternal flow of wisdom by reading these books and recommending these to others also!

ljLorh Jqfregrh egh;rke~

Ramtek
10th January 2020

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Vice Chancellor, KKSU

Kavikulaguru Kalidas Sanskrit University
All India Oriental Conference

100th Year 50th Session
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main book starts

PREFACE

This book is the outcome product of the research work conducted by the author in the various conferences, seminars and workshops and also lectures as guest, resource persons and teaching as well as practically emplementation of works as a library professional.

Research oriented library services are services which provide users with the latest information or published literature on their particular subject of interest may be defined as knowledge of recent developments. The information explosion has created a need for dissemination of information. The technological developments have made the research oriented library services easier in disseminating of information right user at the right time. Research oriented library services is useful to solve the problems created by the growth of literature.

Research oriented library services are best ways to bring the resources of the Libraries to the notice of the users.There are fundamental and philosophical change in library services during last two decades. The present book is to assess the category of manual and computerized services of the libraries for the reasons that there are very few systematic and detailed books on research oriented library services of libraries, has been publishing so for. More over the present book suggest some solution for the up gradating and enhancing the library services of libraries. The book covers the all aspect of library services right from the genesis,

objectives, need, use, types, steps, methods of communication,

mechanisms, characteristics etc. to web based services.

I am very happy for handover the book to the users, student of Diploma, Bachallor Degree and P. G. degree in Library and Information Science as well as other library professionals in India. I hope that the user will like this type of literature. I will responsible for the mistakes or lacuna remains in this book whatever will remark by the users that will correct in the next edition.

Dr. Deepak Kapade

ACKNOWLEDGEMENT

I am much indebted to **Dr. Shriniwas Varkhedi, our Vice-chancellor, Kavikulaguru Kalidas Sanskrit University Ramtek** for his encouragement, guidance, valuable suggestions and comments, and give me liberty and support to complete the work. I greatly appreciate his support and motivations for my ideas and plan.

A special acknowledgment goes to **Dr. Madhusudan Penna**, for encouraging me to complete and publish the book. I am also thankful to **Dr. Ramchandra Joshi, and Dr. Vijaykumar, Dr. Lalita Chandratre, Dr. Kavita Hole and Dr Nanda Puri** for encouraging me to complete the work.

I am specially thankful to Dr. Ashish Thanekar (Librarian,), during their visit to Dept. of Library and Information Science, KKSU Ramtek for providing valuable suggestions. I am really thankful to Mrs. Veena Prakashe (Information Scientist) who gave me valuable suggestions for proposed Internet based services. I am also thankful to my friends Dr. Lokalwar B R. Shri Vijay Barphe, Deepak Gorde, Dr. Chandrashekher Tirpude, Dr. Gopal Pendam and Dr. Roshan Alone, Shri Kailash Moon, Shri Sanjay Wate and Shri Sanjay Abhyankar for their co-operation in sharing the ideas.

I am especially thankful to all librarians who are working in the Universities and College libraries in Maharashtra for sent me their valuable views.

I am also thankful to my closed friend Dr. Mangesh Kadu, HOD. Political Science Dept, Bhivapur Mahavidhalaya, Bivapur and Ritesh Meshram who encouraging and given me moral support to write a book.

Finally, I thank my wife and two little son's Master Ujwal and Prajwal for their unlimited support and patiently bearing with me throughout my work of book.

Gratified to all those seen and unseen heads and hand that have been of direct and indirect help to me in completion of this work and specially the staff of Kavikulguru Kalidas Sanskrit University, Ramtek and Dr. V.B. alias Bhausaheb Kolte library, as well as Campus Library, Rashtrasant Tukadoji Maharaj Nagpur University, Nagpur. I am also thankful to publication dept. and Umesh patil for typing, plotting the graphs, arranging the tables and his friendly co-operation to complete this work.

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CONTENTS

Chapter - 1

INFORMATION SERVICES

To understand the Research oriented library services, it is necessary to explain what is information, importance of information, information services etc.

Libraries have existed since ancient times but the concept of information service as we understand today is a twentieth century phenomenon. Information services are becoming increase vital to the progress of any society. In India we have been late in realizing the importance of information and therefore, information services have been slow to develop. It should be understood that information is a national resource.

The acute problem of increasing amount of literature was first felt by scientists and technologists, who used scientific and technical libraries. In order to solve the problems created by the growth of literature, information service was started in scientific and technical libraries. But today, other kinds of libraries are also beginning to provide this kind of service.

There are two aspects of information service. These are

a) Provision of Information on demand
b) Provision of Information in anticipation

A user feels the need for information. He approaches the reference/information desk and makes a request for information by means of a specific query. He would be provided an answer to his specific query on demand. This forms first aspect of information service.

The second aim is to keep the users well informed and up to date in their fields of specialization and also in related subjects. This is referred to as Current Awareness Service. This is a very important feature of information service. It is certainly a special feature of special libraries or information centres or documentation centres. These aspects of information service will not be completely missing in other kinds of libraries, though it might get less attention.

Melvin Voigt[1] has identified four types of information needs or approaches. They are :

a) Current Approach
b) Everyday Approach
c) Exhaustive Approach
d) Catching-up Approach

a) Current Approach

The users involved especially in research and development require nascent or the latest information on some factual problems. For any active researcher it is essential to be up-to-date with his field of interest and work. Here the researcher interacts with the information system in a general web-browsing through his favourite periodicals, going through the abstract journals etc. This type of approach is called current approach. The current approach makes a direct demand on the announcement mechanism of the communication system. The announcement mechanism should have appropriate devices providing a direct link between the user and the communication system. These devices are called current awareness services. Libraries or Information Center's fulfil current approach by way of providing CAS.

b) Everyday Approach

In this category, the users require specific information like information on the means of transportation and communication, meaning of a scientific term, life of a great scientist and so on. The reference librarian may serve these

users by making use of reference sources like encyclopaedia and world bibliography.

c) Exhaustive Approach

Here the users require specialised information which may or may not be available in the library. Hence the reference librarian has to seek other library for information to serve these potential users. It may require some time to satisfy the clientele. Time is involved in this category since the librarian has to get the documents on inter-library loan.

d) Catching-up Approach

In general the users are quite often faced with the problem of what to read. In this situation the reference librarian assist the users in meeting their informational needs. He provides information especially about the new arrivals and useful books on a subject of their specialization.

One of the basic aims of information service is "putting the knowledge to work". The modern library is established with the responsibility of organising and preserving the recorded human thoughts to achieve its basic objective of dissemination of information.

The following information services have become necessary with the inclusion of books, periodicals, serials and other micro documents.

1) Information retrieval services like SDI and CAS (Selective dissemination of information and Current Awareness Service).
2) Documentation services like photocopying, translation, indexing and abstracting.
3) Bibliographic Services.
4) Paper clipping services for the current information contained in newspapers.

5) Inter library loan.

The modern library is an information centre, since it involves preserving, organising and disseminating the information for the benefit of the users in general and society in particular. In other words the modern library does the work of an information centre by providing the right information at the right moment to the right person in the right way.

Need for Information Service

According to "Terminology of Documentation" of UNESCO's information service is defined as 'a service aiming at the actual information of its users'. In other words, it is a service provided to an individual as institutions by an information centre, which draws attention to information possessed in its department in anticipation.

The factors, which influence the need for information services, are categorized as follows:

1. Growth of literature (Information Explosion)
2. Different forms of publication (Traditional Books, Modern-Microforms)
3. Language of publications.
4. Increasing prices of documents
5. Growth of user population
6. Information awareness
7. Forms of communications (Formal & Informal)
8. Communication barriers (Time, Cost, Geography/ Distance etc.)

Reference : Khanna, J.K. Documentation and Information services, systems and Technique. Agra : Y.K. pub, 2000.

REFERENCE SERVICES

Introduction

Units of the Academic Libraries which provide reference

and information services vary in size from a unit with one staff member responsible for all activities, to a unit with many staff members whose primary responsibility is to provide reference and information services. The diversity of these units makes it impossible to include in this document the detail sometimes found in unit reference manuals. It is expected that each public service unit offering reference and information service will add the detail applicable to the unit.

Reference Service

According to Dr. Ranganathan, "Reference services means establishing the contact between the right reader and the right book at the right time on personal way".[1] Now the user wants the readymade information through reference and referral sources. As well as referral services are the next stapes of reference service. Users refer to standard directories, Union catalogue, referral databases and other sources as their requirements. Referrals refer to other libraries, agencies or academic institutions are made wherever appropriate[2]

Mode of Reference Services

* Electronic reference service, which utilizes electronic mail for both inquiry and response, is comparable to telephone reference and correspondence.
* Telephone reference service is an integral part of reference and information service; however, priority is given to users who come to the library for assistance.
* Correspondence is an integral part of reference and referral information services and every effort is made to answer written requests for information within a week of receipt.[4]

TELEPHONE REFERENCE SERVICE

Information given over the phone is limited to short, factual answers, such as directory entries, or statistics quoted directly

from the source; information about library holdings; or information about university or college. Callers needing assistance with long or complex research questions are urged to come to the library for in-person assistance.

Training

The unit head is responsible for assigning and training staff members to answer the telephone. Staff members who answer the telephone should be courteous and efficient. Staff members should be familiar with Libraries policies for telephone reference.

Priorities

General information calls which can be answered quickly are responded to as they are received. When telephone calls come at a busy time or when questions will take more than a few minutes to answer, staff members take down the question and the name and telephone number of the caller. Staff members identify themselves and inform the individual that the call will be returned, giving an approximate time.

In-person priority is given to calls from staff in other library units who are assisting waiting users.

Types of Questions Not Answered

Library staff members should not interpret statistical, medical, or legal information for patrons either over the phone or in person. No more than three titles are checked in the library catalogue. Staff in a unit may find it necessary to set limits on telephone assistance relating to special materials held only in that location.

Long Distance Calls

If an inquiry received by long distance cannot be answered immediately, arrangements are made to respond at a later time. For out-of-state telephone calls, the individual may be asked to call back. The name and telephone number

of the staff member handling the inquiry as well as an approximate time to call back are given. In the event that it is difficult to estimate the time needed to prepare a response, the staff member will return the call.

Photocopying

A maximum of eight pages may be photocopied from hard copy without charge or as per the policy of the organization of academic libraries when answering a long distance telephone call. If photocopying exceeds eight pages, the citations are given to the inquirer with instructions to request the items through his/her local library from Inter-Library Service or to request the item through the Document Delivery Service.

Telefacesimile

Telefacsimile may be used when time is of utmost importance, particularly when information is for another state agency. A maximum of eight pages from hard copy materials may be sent by telefacsimile without charge or as per the policy of the organization.

ELECTRONIC REFERENCE SERVICE

Electronic reference service, which utilizes electronic mail for both inquiry and response is comparable to telephone reference and correspondence.

Priorities

The electronic reference service will available to students, faculty, and staff. Other users should expect an answer only about unique resources of the Libraries.

Priority is always given to persons who come to the library for service.

Types of Questions Answered

Questions requiring short, factual answers or requests for information about library holdings or information about Universities

and colleges are appropriate for this service.

Assistance is provided in the use of electronic resources accessible from the Libraries web site, including brief explanations about search techniques and connection questions. Users may be directed to online search help or to appropriate offices for more specialized technical assistance.

Types of Questions Not Answered

Users with long or complex research questions, including term paper research, receive brief guidance in the selection of resources and are invite to visit the library or a library near them for more in-depth assistance. Users requesting for URLs of other Web sites may be referred to search engines.

Electronic Information Sources

Staff shall familiar with and honor license agreements regarding use of online databases when providing electronic reference service to other users.

CORRESPONDENCE REFERENCE SERVICE

Correspondence is an integral part of reference and referral information services and every effort is made to answer written requests for information within a week of receipt.

Routing Incoming Correspondence

* All units of the University Libraries route letters to the appropriate library unit for reply.
* The unit head is responsible for correspondence reference service. The responsibility for answering letters may be delegated.
* Referral form letters may be used when sending an inquiry to another unit on campus for the information requested. One copy of the form letter is sent to the inquirer; one copy of the form letter and the original letter requesting

information are sent to the unit receiving the referral and one copy of the form letter is retained as a record of the referral.

Types of Questions Answer

* Letters requesting bibliographic information about University theses and dissertations are answered in detail. If the number of titles concerned is large, a printout from the library catalogue or photocopies of the thesis catalogue cards involved should be made.
* Letters requesting information about publications written by faculty or staff members, sponsored by departments or institutes, or published by campus bureaus are answered as completely as possible.
* Letters requesting broad subject information require only a brief indication of sources with an invitation to visit the University or college Libraries for personal assistance or with a referral to a library near the correspondent.

Reply : Most replies are by mail. However, an electronic response is appropriate if the requestor includes an e-mail address.

Record of Correspondence : Each letter received and copies of the reply are retained in the unit for one year.

CONCLUSION

For providing effective reference and referral information services to the academic library user's Librarian or the reference staff should have skillful in dealing with users, library techniques, handling multimedia etc. The staff should have expert in handling information technology, searching sources & repackaging of information and also expert in public relations. Satisfaction about need of information of end user's cannot possible without determine the policy of the library services as per the guideline in the academic libraries.

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3. www.utexas.edu/cee/dec/testing/index.shtml. Guidelines for Reference and Information Services
4. http://www.lib.utesax.edu/services/reference Ask a Librarian.

FACTORS AFECTING TO REFERENCE SERVICES

Introduction

Units of the Academic Libraries which provide reference and information services vary in size from a unit with one staff member responsible for all activities, to a unit with many staff members whose primary responsibility is to provide reference and information services. It is expected that each public service unit offering reference and information service will add the detail applicable to the unit.

Reference service

According to Dr. Ranganathan, "Reference services means establishing the contact between the right reader and the right book at the right time on personal way". (Sharma 1987) [1] Now the user wants the readymade information through reference and referral sources.

Basic Services

The provision of basic services is common to all units, but extended searching is dependent upon the public service staff and resources of a unit. Staff members consult other library staff, when necessary, for assistance in answering any question.

* Most questions are answered while the requester waits. Extended reference, telephone, electronic, and written correspondence questions are answered as time allows.
* Informal instruction is provided as needed in the organization and use of both print and electronic resources, including the Libraries website, the library catalogue, electronic databases, and other reference materials, regardless of format. More extensive individual instruction in library methodology and bibliographic research, e.g., explaining the organization of literature in a field is given at the desk as time permits or by appointment.

* Bibliographic verification of materials is provided.
* For those items not available on campus, assistance is given in obtaining them through Inter-Library loan Service, or through referral to off-campus collections or agencies. (Krishnakumar,1995)[2]

General barriers for Service Points

Staffing patterns and hours of service for each public service unit of the Academic Libraries should directly reflect, within budgetary limitations, the needs of the users. Whenever possible a member of the reference staff is available to assist users during all hours that a unit is open. A regular schedule of reference service is maintained. The first priority of reference staff is to provide reference and referral information service to users who come to the library.

Staff Attitude

Individual assistance is the primary responsibility of those on desk duty. This is reflected in the attitude and behavior of staff. Staff members should be alert, interested, and willing to help. They should apply well-developed communication skills to ascertain the needs of users and respond to all requests with courtesy, patience, sensitivity, and tact. Staff members should watch for users who appear to need assistance and offer to help them.

Staff Level

It is also desirable that at least one additional staff member be on-call and available to assist the person on desk duty.

High-Use Periods

When users are waiting for assistance, staff members offer help first to the individual who has been waiting the longest. If this inquiry will be time consuming to answer, staff members answer first the briefer questions of other users who are waiting, or seek assistance from other staff members.

Low-Use Periods

During low-use periods staff members on desk duty may work on other assignments, examine new reference materials, or read professional and subject related literature, as long as these activities do not interfere with the provision of desk service. Staff members must not become so engrossed in other work that they fail to see users in need of assistance or appear to be "too busy" to be interrupted by a user's questions.

Leaving the Desk

Absences from the desk or desk area should be as brief as possible. If it is necessary to leave the desk for more than a few minutes and a replacement is not available, a sign stating when the person on duty will return is placed in a visible position on the desk.

Messages for Desk Staff

Messages providing the answers to recurring questions, to difficult questions, or about materials being held for users are left for other staff members on desk duty.

Personal Telephone Calls

Except for emergencies, staff members do not make or accept personal telephone calls while on desk duty.

Public Use of Library Telephones

Telephones at the reference and information desks are for official library use only. Users are referred to the nearest pay phone for off-campus calls or the nearest on-campus phone for campus calls.

Level of Desk Service

Efforts are made to provide basic reference service at all times the unit is open. However, when service must be limited,

e.g., night or weekend hours, these guidelines are followed:

* Staff in each unit should be able to give assistance in the use of the Libraries web site, the library catalogue, databases and major reference sources relevant to that unit's subject area. Staff should be able to provide basic information about the organization, parent organization, activities, and sources of Libraries and be familiar with library policies.
* If a user needs more extensive assistance, the staff member should suggest when and how the user may contact a member of the reference staff for in-depth assistance. In some units users are invited to complete a form describing their reference problem and are later contacted by a member of the reference staff.

Duties of the Reference Librarian

Relationships thrive on the maintenance of a good communication link between the parties involved, the reference librarian is expected to be a good communicator who links library users to the resources of their choice.

The essence of reference work is personal service. The primary function of the reference department as observed by Nwalo (2000)[3] among other things is answering reference questions and user education. Katz (2002)[4] also highlighted the following as some of the duties of a reference librarian:

* To promote an end product: the information sought by the user.
* Teaching people how to find information. Such instructions can range from the individual explanation of information sources or creation of guides and appropriate media to formal assistance.

One of the major ways through which these duties or functions can be performed effectively is through interpersonal

communication between the reference librarian and the library user.

Reference librarians engage in person-to-person services. They interact with library patrons and interview them to be able to articulate their information needs clearly. They must possess conversational skills which according to Katz (2002)[4] is the ability to talk to all types of people, to find out what they need. The ability to communicate effectively on an interpersonal level will go a long way in ensuring that they meet the demands of the clientele and also gain their confidence.

Rothwell (2004)[5] notes that communication skills are critical to landing a job, receiving a promotion and performing effectively in the workplace. Skill in interpersonal communication is one of the factors that distinguish a reference librarian. Interpersonal communication in reference services facilitates understanding of users' queries and enhances articulation of answers to users' inquiries.

There is usually interplay of interpersonal, inter-cultural, and interdisciplinary communications that take place during reference services. People from various cultural and professional backgrounds visit the library for various reasons; to consult materials, gather information on various research topics, to find out what the collections of the library is, etc. The likely person they will be directed to is the reference librarian who must be very skillful in communication in order to understand their information needs and be able to meet them. Katz observes that half of the battle in reference and information work is to discover exactly what a reader wants. The implication of these reference librarians is that they must demonstrate a high level of dexterity in interpersonal communication

The reference department serves as a meeting point between the library and its external environment. It is one of the major areas of the library where contact is made with the public; the reference librarian therefore serves as the contact channel. The

effectiveness and efficiency of this contact is premised on the ability of the reference librarian to communicate effectively with the users which in turn promotes the public image of the library and improves library patronage.

Conclusion and Recommendations

While providing reference service staff attitude **should have positive as well as user oriented.** For those items not available on campus, assistance is given in obtaining them through Inter-Library loan Service or through referral to off-campus collections or agencies

The importance of communication in rendering effective reference services in a library cannot be over emphasized. It is the bedrock of successful reference service and an avenue for understanding users' queries and meeting their information needs.

Some barriers to effective communication in reference service as identified by this paper include: Staff attitude, staff level, High-Use-low use Periods, absences from the desk, personal telephone calls, public use of library telephones. To win the confidence of library patrons and ensure their continuous use of the reference library, the paper recommends that the reference librarians should build strong capacity in the area of communication in order to be able to meet their information needs. By so doing, they will be able to help users articulate their information needs, provide answers to their queries, and sustain their patronage.

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REFERRAL SERVICE (रेफरल सेवा)

प्रस्तावना (Introduction)

Refer चा अर्थ स्टूडन्स मॉडर्न डिक्शनरी नुसार माहितीकरिता पाठविणे (send on or direct to some authority or source of information) असा होतो. तेव्हा ग्रंथालय व माहितीशास्त्रामध्ये रेफरल सेवा याचा अर्थबोध आपणास ग्रंथालय व माहिती सेवा देत असतांना संबंधीत ग्रंथालयामध्ये संदर्भ सेवे अंतर्गत जर माहिती मिळत नसेल किंवा ग्रंथालयामध्ये संबंधीत माहिती उपलब्ध नसेल तर दुसऱ्या ग्रंथालयामध्ये उपभोक्त्यांना रेफर करण्याची पध्दत आहे. करीता रेफरल सेवा म्हणजे काय हे पाहणे गरजेचे आहे.

रेफरल सेवा (Referral Service)

साधारणतः माहिती केंद्रामधे त्यांच्या उपभोगत्यांना गरजे नुसार प्रत्येक प्रकारची माहिती मिळावयास पाहिजे. पण कधीकधी ती माहिती उपलब्ध होवू शकत नाही. अशा वेळी इतर माहिती केंद्राकडे उपभोकत्यांना पाठविण्यात येते. जीथे ती माहिती उपलब्ध होवू शकेल, अशा ग्रंथालय व माहिती केंद्राकडे उपभोकत्यांना माहितीचा शोध घेण्याकरीता जाण्याचा सल्ला दिला जातो.

रुथ फीनर यांच्यामते रेफरल सेवा म्हणजे उपभोक्त्यांना विशिष्ट माहिती शोधण्याकरीता योग्य व्यक्ती किंवा संस्थागत माहिती साधणांशी संबंध प्रस्थापित करुन देणे अशा प्रकारे मराठी अनुवाद फीनर यांच्या इंग्रजी व्याख्येचा करता येईल. त्यांची इंग्रजीतील व्याख्या खालील प्रमाणे. "Referral service connects a searcher for specialsed information with an appropriate personal or organizational source" रेफरल सेवेमध्ये केवळ उपभोक्त्यांना माहितीच्या साधनांकडेच पाठविल्या किंवा निर्देषित केल्या जात नसून त्याकरीता प्राथमिक स्वरुपात त्या साधनांशी संबंध प्रस्थापित करण्याचा प्रयत्न सुध्दा ग्रंथपाल/माहिती अधिकारी करीत असतो. त्यामुळे रेफरल सेवेला आपण माहिती पर्यन्त पोहचण्याचा मार्ग असे आपल्याला म्हणता येईल.

साध्या शब्दामध्ये आपल्याला असे म्हणता येईल की, रेफरल सेवा

म्हणजे हि एक प्रकिया आहे की ज्यामध्ये उपभोक्त्यांना माहिती ज्याठिकाणी उदा. माहिती केंद्रामध्ये/ग्रंथालयामध्ये किंवा माहितीच्या ऑनलाइन साधनांमध्ये माहिती उपलब्ध असेल त्याठिकाणी उपभोक्त्यांचे संबंध प्रस्थापित करुन देणे किंवा उपभोक्त्यांना जोडणे. Referral service is process of linking the user with source where information is availeble आणि म्हणून या सेवेच्या स्वरुपानुसार आणी प्रकीयेनुसार हा एक संदर्भ सेवेचाच भाग असल्याचे सिद्ध होते.

रेफरल सेवा ही प्रकिया आहे उदा. घ्यावयाचे झाल्यास या करिता साधारण डॉक्टर ज्याप्रमाणे आपल्या रोग्यांना एखादया विशिष्ट रोगांची व्यवस्था आपल्याकडे होवू शकत नसल्यास या रोगांची व्यवस्था असणाऱ्या किंवा तज्ञ असणाऱ्या इतर विशिष्ट डॉक्टरकडे रोग्यांना रेफर करतात. त्याचप्रमाणे संदर्भ सेवेमध्ये सुध्दा एखादया गुंतागुंतीच्या प्रश्नांचे किंवा ग्रंथालय उपभोक्त्यांच्या सर्व माहिती विषयक मागण्या पूर्ण करु शकत नाही. त्याकरीता ग्रंथपालांनी त्या विषयांच्या तंज्ञाकडे रेफर करावयास पाहिजे किंवा प्रश्न ज्या विषयाशी संबंधीत आहे त्या विषयांच्या विशिष्ट ग्रंथालयाकडे उपभोक्त्यांना रेफर करावयास पाहिजे.

रेफरल सेवेची गरज (Need)

कोणत्याही ग्रंथालय व माहिती केंद्रामधे रेफरल सेवेची गरज खालील दोन कारणांमुळे भासत असते.

1. माहिती साधनांची उपलब्धता आणि उपभोक्त्यांच्या माहिती विषयक मागणीचे स्वरुप :

कोणतेही ग्रंथालय माहिती सांधनांनी परिपूर्ण आहे असे म्हणता येणार नाही. सर्वच प्रकारचे संदर्भ साधणे काही अडचणी किंवा मर्यादेमुळे ग्रंथालयामध्ये उपलब्ध करुन देवू शकणार नाही आणि म्हणून कोणतेही ग्रंथालय उपभोक्त्यांच्या सर्व माहिती विषयक मागण्या पूर्ण करु शकत नाही. त्याकरीता इतर ग्रंथालय व माहीती केंद्राची मदत घेणे आवश्यक आहे.

जर विशिष्ट उपभोक्त्याची माहिती विषयक मागणी विषयावरील नविनतम दृष्टीकोनातुन असेल आणि मागणीचे स्वरूप किंवा व्याप्ती

ग्रंथालयामध्ये उपलब्ध माहीती सांधनांच्या पलीकडील असेल अशा वेळी ग्रंथपाल ग्रंथालयाबाहेरील अपरंपरागत साधनांचा विचार करु शकतो. यामध्ये विषयांचे तज्ञ, विशिष्ट संस्था, सरकारी विभाग, शिक्षण संस्था, संग्रहालय इत्यादिंचा समावेश होतो. त्याचप्रमाणे या संस्थेद्वारे पुरविण्यात येणाऱ्या सेवांच्या माहितीची नोंद ठेवून त्याचा उपयोग घेण्यास उपभोक्त्यांना रेफर केल्या जावू शकते. म्हणून अशा प्रकारच्या रेफरल सेवेची गरज वारंवार भासते.

2. ग्रंथपालांची किंवा माहिती अधिकाऱ्यांची व्यवसायिक जबाबदारी (Professional responsibility)

ग्रंथपालन हे प्रोफेशन आहे ज्यामध्ये माहिती सेवा दिल्या जातात त्याचप्रमाणे उपभोक्त्यांना मार्गदर्शन किंवा माहिती विषयक सल्ला पण देणे ग्रंथपालाचे कर्तव्य ठरते. त्याकरीता ग्रंथपाल पुस्तकांची देवाण घेवाण करणे, ग्रंथसुची, निर्देष, सार, संदर्भ ग्रंथ ईत्यादिंच्या मदतीने माहिती सेवा पुरविण्याचे कर्तव्य पार पाडत असतो.

या व्यतिरिक्त जी माहिती ग्रंथालयामधे उपलब्ध नाही त्या संदर्भामध्ये उपभोक्त्यांना इतर ग्रंथालयाच्या साधनांकडे किंवा इतर वैयक्तिक साधनाकडे जाण्याचा उपदेश करणे सुद्‌धा ग्रंथपालाचे कर्तव्य बनते. त्याकरीता रेफरल सेवेची गरज असल्याचे स्पष्ट होते.

रेफरल सेवेची संकल्पना भारतामध्ये पाहीजे त्याप्रमाणात रूजलेली दिसून येत नाही. भारतामध्ये नॅशनल इन्फॉरमेशन सिस्टम फॉर सायंन्स ॲण्ड टेक्नॉलॉजी (निसाट) यांनी रेफरल सेंटर स्थापन केलेले आहे.

रेफरल सेवेचे प्रकार :

रेफरल सेवेला खालील दोन वर्गवारी मध्ये विभाजीत करता येते.

1. साधारण रेफरल सेवा (conservative referral service)

साधारण रेफरल सेवेमध्ये उपभोक्त्यांना त्यांच्या माहिती विषयक गरजांची पूर्तता कोणत्या ग्रंथालयामार्फत पूर्ण होवू शकेल या संर्दभात माहिती देण्यात येते. त्यांना कोणत्या व्यक्तिशी किंवा संस्थेशी संपर्क साधावयाचा आहे. या संबंधीची माहिती ग्रंथापालांनी दिल्यानंतर उपभोक्ता

स्वतः त्या ग्रंथालयाशी, संस्थेशी किंवा व्यक्तीशी आवश्यकतेनुसार संपर्क साधतो. यामध्ये उपभोक्त्यांनी संबंधीत व्यक्तीशी किंवा संस्थेची संपर्क साधला किंवा नाही या संबंधात ग्रंथपाल अनभीन्न असतो. या संबंधीत संस्थेकडून उपभोक्त्यांनी पाहिजे असलेली माहिती मीळाली किंवा नाही यासंदर्भात प्रतिसाद मिळविता येत नाही.

2. उदार किंवा विपूल रेफरल सेवा (Libral referral service)

अशा प्रकारच्या रेफरल सेवेमध्ये संबंधीत माहिती जिथे उपलब्ध आहे त्या व्यक्ती किंवा संस्थेची केवळ माहिती देवून रेफरल सेवा समाप्त न करता त्या संबंधीत माहिती केंद्राशी स्वतः ग्रंथपाल किंवा माहिती अधिकारी यांच्याशी प्रत्यक्ष उपभोक्त्यांचा संबंध प्रस्थापित करून देत असतो. उपभोक्त्यांच्या माहिती विषयक गरजा काय आहे याबदल चर्चा करुन योग्य संस्थेकडे उपभोक्त्यांना पाठविण्या बाबत तसेच योग्य वेळ घेवून उपभोक्त्यांना त्या व्यक्ती, संस्थेकडे किंवा माहिती केंद्राकडे जाण्याकरीता प्रत्यक्ष संपर्क करून देत असतो. अशा प्रकारच्या सेवेमध्ये उपभोक्त्यांनी संबंधीत संस्थेस किंवा व्यक्तिस भेट दिल्या नंतर त्यांना पाहीजे असलेली माहीती मिळाली किंवा नाही याबद्दल प्रतिसाद घेण्याची व्यवस्था असते.

रेफरल सेवा पूरविण्याची प्रकिया (Process)

रेफरल सेवा ही पध्दतशीर पणे देण्याकरीता ग्रंथपालांनी ती कशी द्यावी या संदर्भात Dykstra म्हणतात की ग्रंथपालांनी योग्य मार्गाने रेफरल सेवा कशी घ्यावी हे शिकावयास हवे. त्याकरीता त्यांनी खालील टप्पे सांगीतलेले आहेत.

1. माहितीच्या मागणी विषयक चर्चा करणे.

उपभोक्त्यांची माहिती विषयक गरज समजुन घेण्याकरीता उपभोक्त्यांशी चर्चा करणे.

2. **योग्य माहिती केंद्र किंवा संसाधन व्यक्तीची निवड करणे.**

उपभोक्त्यांची गरज समजुन घेतल्यानंतर त्या संदर्भातील माहिती नेमकी कोणत्या माहिती केंद्रामध्ये उपलब्ध आहे. याचा शोध घेवून त्यापैकी योग्य केंद्राची किंवा संसाधन व्यक्तीची निवड करावी.

3. योग्य संसाधन व्यक्तीशी किंवा माहिती केंद्राशी संपर्क साधने.

योग्य केंद्राची निवड झाल्यानंतर संबंधीत व्यक्ती किंवा माहिती केंद्राशी उपभोक्त्यांच्या गरजे विषयक माहिती देण्यास संपर्क करून उपभोक्त्याला पाठविण्या संदर्भात चर्चा करावी.

4. ही सेवा देण्याकरीता ठरविलेला फार्म भरणे.

रेफरल सेवा देण्याकरीता ठरविलेला अर्ज ज्यामध्ये संस्थेचे किंवा संसाधन व्यक्तिचे नाव, पत्ता, उपभोक्त्यांचे नाव व पत्ता तसेच माहितीच्या मागणी विषयक विवरण दिलेले असेल असा अर्ज भरुन घेण्यात यावा.

5. प्रतिसाद घेणे.

मागणीचे विवरण असलेला अर्ज त्याच्याकडून प्रतिसाद घेण्याची विनंती करुन उपभोक्त्यांना सोपविण्यात यावा.

6. प्रतिसादाप्रमाणे नोंद घेणे.

प्रतिसाद मीळाल्यानंतर ग्रंथालयांच्या रेकॉर्डवर नोंद घेण्यात यावी असे केल्यास पूढील सेवा देण्याकरीता उपयोगाचे ठरु शकेल.

रेफरल सेवा देण्याकरीता आवष्यक साधणे (Tools required)

रेफरल सेवा देण्याकरीता खालील प्रकारचे Databases, directories, संबंधीत संस्थेच्या वेबसाईटस, यूनीयन कॅटलॉग ईत्यादी साधने उपलब्ध असणे आवश्यक आहेत. माहिती व तंत्रज्ञानाच्या यूगामध्ये अशा प्रकारची databases किंवा वेबसाईट आपणास इंटरनेटच्या माध्यमातून सुध्दा बघावयास मिळतात त्यांची नोंद ठेवणे अत्यंत आवश्यक आहे.

Resource Profile, Published catalogue and Directories, Yellow pages, Union catalogues, (National Union Catalogue of Scientific Serials in India (NUCSSI), INFLIBNET Theses Database{http://indcat.inflibnet.ac.in.}Etc), Directory of Libraries, and any other Referral Databases.

Institutional databases

* State and Central Govt. dept. and Local Bodies.
* Research Institution.
* Industrial and Commercial Organization(R and D)
* Professional Association and Learned Societies.
* University and Colleges (Selected.)
* Public Libraries with Special Collection.

Individuals Databases

* Consultation and advisors in various field.
* Environmental Consultant.
* Project Consultant
* Legal advisors.etc. ईत्यादी. साधने ग्रंथालयात उपलब्ध ठेवणे अत्यंत आवश्यक आहे.

निष्कर्ष :

रेफरल सेवा ही संदर्भ सेवेची पूढील पायरी आहे. जेव्हा ग्रंथालया–मधील उपलब्ध साहित्यामधून उपभोगत्यांच्या माहिती विषयक गरजांचे समाधान होवू शकत नाही. तेव्हा रेफरल सेवेची आवश्यकता भासते.

संदर्भ सेवे प्रमाणे रेफरल सेवेमध्ये रेफरल सेंटर मार्फत प्रलेख पूरविण्यात येत नसून असा प्रलेख किंवा माहिती जेथेकुठे उपलब्ध असेल त्या संदर्भात उपभोक्त्यांना मार्गदर्शन किंवा निर्देषीत केल्या जाते. त्याकरीता प्रत्येक ग्रंथालयाच्या ग्रंथपालांनी रेफरल सेवा देण्याकरीता लागणारे Networks, Union databases, directories ईत्यादी स्वतः विकसीत करणे व अद्यावत ठेवणे आवश्यक आहे.

रेफरल सेवा पूरविण्याकरीता योग्य कौशल्य निर्माण करण्याच्या दृष्टीकोनातून ग्रंथपालांना प्रशिक्षण देण्याची व्यवस्था व्हावयास पाहिजे. ग्रंथपालन क्षेत्रातील प्रत्येक ग्रंथपालानी रेफरल सेवा देणे हे आपले आद्य कर्तव्य समजून या सेवेला ग्रंथालयाच्या ईतर आवश्यक सेवांप्रमाणे पुरविण्याची व्यवस्था करावी.

डॉ. रंगनाथन यांच्या ग्रंथालय शास्त्रातील दुसरे सुत्र Every reader his/her book/information आणि तिसरे सुत्र Every Books/ information its reader या दोन सुत्रांची पूर्ती करण्याकरीता रेफरल सेवा सहाय्यभूत ठरते. त्याचप्रमाणे ही सेवा नियमितपणे पुरविल्यास उपभोक्त्यांच्या मनात ग्रंथालयाची प्रतिमा सुधारण्यास सुध्दा मदत होवू शकते.

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* Kumbhar, Rajendra. How and why of Referral Service. ILA Bull v32; 1996
* Finer, Ruth .Reference and enquire work: In Anthony, L.J. ed. Handbook of special Librarianship and information work 5th ed. London: Aslib, 1982.
* Sharma, J. S. and Grover, D. R. Reference service and sources of information, New Delhi, Ess Ess Pub.1987, pp 79-80.

TYPES OF LIBRARIES AND REFERRAL SERVICES

Introduction

Academic Libraries referral information services support the teaching and research programs of the University and college by providing and facilitating access to information, regardless of format or physical location of the resources.

Referral service

According to Finer, Ruth, "Referral service connect a searcher for specialized information with an appropriate personal or organizational source"[2] Referral service is process of linking the user with source where information is available.[3] After overall study of these services, with the experience of teaching and administration and after discussed with the professional staff, it is found that there should be some specific guidelines for providing referral services.

* Referrals Services

Staff members should recognize their own limitations and ask colleagues within the unit for advice and assistance as necessary. They also refer users to others who are better qualified to serve particular needs. Staff members confirm that other units, libraries, or special collections can be of assistance before referring users to them. Staff members do not recommend specific fee-based information services. They refer users to standard directories. Referrals to other libraries or agencies off campus are made whenever appropriate.

Types of Referral

* Referral to another library
* State level reference services
* Interlibrary Loan

Virtual Reference Referrals

Virtual reference services also require referrals. In virtual

reference situations "procedures should be established for referring a virtual patron (question) to another reference or public services point. Procedures should include both how the referral is presented to the patron and how information about the referral is communicated between the virtual reference desk and referral destination."[Guidelines for Implementing and Maintaining Virtual Reference Services, Section 4.1]

State Level Referral Services

If neither you nor your headquarters library can answer a question, it may be appropriate to refer the patron to the State Library. Because you won't necessarily know whether a question you refer will be forwarded to a state level reference service, do a thorough reference interview with each patron who asks a question.

Referral Policies

Find out about your library's policy on referrals: in person, telephone, or remote. The world of information is so vast that there is a good chance that even the most difficult request can be answered. There are several important points to remember about referrals.

* **Patrons do not always understand that libraries offer referral services.**

Patrons are often reluctant to put you to the trouble of referring their questions. Therefore, you need to specifically offer this service. You will need to assure them that this is a standard library service and one we are glad to give.

* **Consider referring "impossible" questions?**

Many questions sound impossible. Suppose your patron asks for directions on how to build a perpetual motion machine.You may be tempted not to refer questions like that, but give it a try anyway. Even though your patron may not, in the end, get step by step instructions, you may be able to supply a history or discussion of the issue which would be helpful. And

remember that what sounds impossible to you may be easy for those working with a larger collection.

* **Sometimes patrons ask for something that you can't provide because of policy considerations.**

You can't, for example, diagnose a patron's medical condition. Explain clearly to the patron what the library can do to help, and refer a question based on what the library offers.

* **Referral to another library or interlibrary loan may be necessary**.

Find out what the policy is in your library for determining when to send an interlibrary loan and when to send a reference question on to another library.

When to Refer the Question

In Information and Referral, providing your patron with information about another agency or group meets the information need and is the end of your search. At other times, you may need to refer a patron somewhere else to continue the search and get the information they want. When you can't find the answer in your library, always offer to refer thequestion. http://www.olc.org/ore/4ir.html Information & Referral Services Ohio Library Council

Referral services for various patron/ Users/Libraries / Countries

***Referral services for lawyers**

A lawyer referral service refers you to a lawyer based on the type of case you have. Most are run by state or county bar associations. Users can contact them by phone and many of them by e-mail or an online form on their website. Most will take information about user's case and then give user contact information for one or more lawyers who take that type of case.

Once user has the contact information, it's up to user to contact the lawyer and set up an appointment to discuss user's case. Most lawyer referral services are free, and many of them include an initial consultation with the lawyer for a small fee. Some referral services charge a fee up front, and then provide a free initial consultation with the lawyer.

User can find links to lawyer referral services at the related link. First select user's state, then go to the "Choose a Court Resource Category" box and select Legal Aid, Lawyer Referral. That will give you links to all the referral services in your state, statewide first and then alphabetical by county.

***Referral Service at Hong Kong Central Library for the University of Hong**

***Referral Service in Japan**

In Japan, many academic libraries are not open to the public. If you need to examine materials in other institutions they offer the following solutions:

I. ILL service: Use this service to borrow books or obtain photocopies of materials from libraries outside the Keio University system.

II. Letters of introduction: Other libraries may require a letter of introduction from the Keio University Librarian before they will grant permission to examine their materials. If you need one, consult the Reference Counter staff or use our online request form.

III. Purchase request: You can request that the library purchase books, periodicals and other materials. If your item is out of print or you cannot wait for it to be purchased, consult the Reference Counter staff.http://en.mita.lib.keio.ac.jp/services/ref/referral

Result

For providing effective reference and referral information services to the academic library user's Librarian or the reference staff should have skillful in dealing with users, library techniques, handling multimedia etc. The staff should have expert in handling information technology, searching sources & repackaging of information and also expert in public relations. Satisfaction about need of information of end user's cannot possible without determine the policy of the library services as per the guideline in the academic libraries.

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1. Sharma, J. .S and Grover, D. R. Reference service and sources of information, New Delhi, EssEss Pub.1987. pp79-80.
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7. Kapade, Deepak and others, "RTM Nagpur University Library: SandarbhaSevaani Internet" In : 3rd Conference of VLA, Shegaon, 2008

8. Kapade, D.G. and Warkade P., " Sanshodhanpaddhati : Internet cha mahitisankalanasathiupyog" Regional level Conference organized by LIS studycircle, Wardha, 2004.

9. Krishnakumar, Reference Service. 5th Ed., Vani Educa-tional Books: New Delhi, 1995, pp. 86-89.

Web Sources :

1. www.utexas.edu/cee/dec/testing/index.shtml. Home > About the Libraries > Library Administration > Library Policies > **Guidelines for Reference and Information Services**

2. www.edc.org Website of the Educational Development Center

3. www.nist.gov National Institute of Standards and Technology.

4. www.sarai.net Sarai is an India based online forum on media-related issues and practices

5. www.iitb.ernet.in; www.iitm.ac.in; www.iitd.ernet.in E-Journal facilities at the Indian

6. Institutes of Technology in Mumbai, Chennai and Delhi.

7. www.insdoc.org INSDOC, Institution for Information System and Services runs a digital library under CSIR.

8. www.infolibrarian.com Database of digital libraries and related sites across the world.

9. http://www.lib.utesax.edu/services/reference Ask a Librarian

10. http://www.columbia.edu/cu/lweb/indiv/southasia/cuvl/ Columbia University's South Asia

CURRENT AWARENESS SERVICES AND FACEBOOK

(प्रचलित जागृतता सेवा आणि फेसबुक)

प्रस्तावना

जगामध्ये अनेक ग्रंथालये फेसबुक द्वारा ग्रंथालयीन सेवा पुरविताना दिसून येतात ही किमया माहिती व तंत्रज्ञानाची असून ग्रंथपालांनी या टेक्नालॉजीचा सकारात्मक उपयोग करून घ्यावा. Academic Health Sciences Libraries मधील फेसबुकचा उपयोग वाढलेला असून ग्रंथालयाची प्रसिद्धी, ग्रंथालयाचे उपभोक्ते वाढविण्या– करिता करण्यात येत असल्याचे मत डिन हेन्ड्रीक्स यांनी अभ्यासपूर्ण सिद्ध केले आहे.[1]

टेरा बी. जॅकोबसन यांनी फेसबुक ग्रंथालयाचे एक माहिती साधन असल्याचे म्हटलेले आहे.[2] माहिती व तंत्रज्ञानाच्या युगात अनेक ग्रंथालये हे ग्रंथालयीन सेवा फेसबुकच्या माध्यमातून जगाच्या कानाकोप–यात पोहचविताना आपल्याला दिसून येतात,

उपभोक्त्याचा बदलता दृष्टीकोन

ग्रंथालय संगणकीकरण तसेच वेबवर आधारित ग्रंथालयीन सेवा पुरविणे काळाची गरज आहे. उपभोक्त्यांना ग्रंथालयामध्ये कोणते नवीन साहित्य उपलब्ध झालेले आहे याबाबत अवगत ठेवणे ग्रंथपालांचे आद्य कर्तव्य असून उपभोक्ते सुद्धा स्वतःला आपल्या आवडीच्या विषयामध्ये अद्ययावत माहिती प्राप्त करण्याकरिता व स्वतःला अद्ययावत ठेवण्याकरिता प्रयत्न करीत असतात, मात्र हे प्रयत्न आता माहिती व तंत्रज्ञानाच्या प्रगतीमुळे ग्रंथालयात जावून करण्यापेक्षा नेटच्या माध्यमातून करताना दिसून येतात. शिक्षक, विद्यार्थी व सामान्य उपभोक्ता सुद्धा इलेक्ट्रानिक आणि ऑनलाईन सर्विसेस सहजरित्या प्राप्त करणे पसंत करताना ग्रंथपालांकडे अपेक्षेने पाहतो आहे.

ग्रंथालयांची स्थिती

भारतामधील अनेक शैक्षणिक तसेच सार्वजनिक ग्रंथालयांची स्वतःची वेबसाईट नाही. यापैकी बरेच महाविद्यालये विना अनुदान तत्वावर

चालविण्यात येत असल्यामुळे वेबसाईट तयार करणे व त्यासाठी येणारा खर्च करण्यास असमर्थता दर्शवितात, अनेक ग्रंथालयाच्या महाविद्यालयीन वेबसाईटवर केवळ वेब पेज असून त्यावर केवळ ग्रंथालयाची जुजबी माहिती उदा. ग्रंथालयाचे नाव, ग्रंथसंग्रह, कर्मचा–यांची माहिती, देण्यात येणा–या सेवा इ. माहिती दिसून येते. परंतु प्रत्यक्षात ग्रंथालयीन सेवा व त्याच्या लिंक्स आढळून येत नाहीत. अर्थातच त्याकरिता फंड तसेच तांत्रिक ज्ञानाची त्याचप्रमाणे व्यवस्थापनाची ग्रंथालयाप्रती सकारात्मक सहकार्याची गरज लागते.

ग्रंथालयाची भूमिका

वरील चर्चेनुसार उपभोक्त्यांचा बदलता दृष्टीकोन आणि ग्रंथालयांची आर्थिक व सामाजिक स्थिती त्याचप्रमाणे महाविद्यालयीन प्राधिकरणी/व्यवस्थापनाचा दृष्टीकोन इ. बाबींचा ग्रंथपालांच्या कामावर व कर्तृत्वावर परीणाम होताना दिसून येते. हा परिणाम नकारात्मक न घेता यास सकारात्मक करण्याकरिता ग्रंथपालांनी आपली भूमिका बदलविणे आवश्यक आहे. याकरिता फेसबुक एक महत्वाचे माध्यम ठरू शकते.

फेसबुक आणि ग्रंथालये

माहिती व तंत्रज्ञानाच्या युगात अनेक ग्रंथालये हे ग्रंथालयीन सेवा फेसबुकच्या माध्यमातून जगाच्या कानाकोप–यात पोहचविताना आपल्याला दिसून येतात, त्याची काही उदाहरणे खालीलप्रमाणे आहेत–

Library	**Facebook URL**
Yale University Library	http://www.Facebook.com/yalelibrary
MIT Libraries	http://www.Facebook.com/mitlib
Columbia University Libraries	http://www.Facebook.com/culibraries
Princeton University Library	http://www.Facebook.com/PULibrary
University of Pennsylvania Libraries	http://www.Facebook.com/pages/Penn-Libraries/42107751900
University of Michigan Library	http://www.Facebook.com/pages/University-of-Michigan-Library/110483979013559
Cornell University Library	http://www.Facebook.com/cornelluniversitylibrary
UC Berkeley Library	http://www.Facebook.com/ucberkeleylibrary
Library	**Facebook URL**

New York University Libraries	http://www.Facebook.com/NYULibraries
University of Washington Libraries	http://www.Facebook.com/uwlibraries
UNC University Libraries	http://www.Facebook.com/UNCLibrary
University of Illinois at Urbana-Champaign Main Library	http://www.Facebook.com/universitylibrary
UC San Diego Libraries	http://www.Facebook.com/ucsdlib
Perry Castañeda (PCL) & the University of Texas at Austin Libraries	http://www.Facebook.com/utlibraries
Washington University Libraries-Olin Library	http://www.Facebook.com/WUSTLlibraries
Dartmouth College Library	http://www.Facebook.com/dartmouth.college.library
Pennsylvania State University Libraries	http://www.Facebook.com/psulibs#!/psulibs?sk=wall
Georgia Tech Library	http://www.Facebook.com/GeorgiaTechLibrary
Fondren Library — Rice University	http://www.Facebook.com/pages/Fondren-Library/15587285151?sk=wall
University of Virginia Library	http://www.Facebook.com/pages/University-of-Virginia-Library/136530559704906

फेसबुक

फेसबुक हे इंटरनेटवरील सोषल नेटवर्कींग वेबसाईट आहे. जे मित्र, परीवार, व्यवसाय संघटनाला जोडण्याचे साधन म्हणून कार्यरत आहे. फेसबुकचा शोध 2004 मध्ये हार्वर्डचे विद्यार्थी मार्क झुकर बर्ग यांनी लावला. सुरूवातीला केवळ हार्वर्ड (University) च्या परिसरात झुकरबर्ग यांनी त्यांच्या दोन मित्रांच्या मदतीने लवकरच एक महिन्यामध्ये राष्ट्रीय नेटवर्क निर्माण करण्यात यशस्वी वाटचाल केली. त्यावेळी फेसबुक केवळ इंग्रजी बोलणा–या देशामधील शाळा, विद्यापीठे, संघटना आणि कंपन्यांमध्ये उपयोगात आणल्या जात होते. परंतु आता ते प्रत्येकाला उपलब्ध होवून उपयोगाचे झालेले आहे.

इंटरनेटवर फेसबुक हे साधन उपलब्ध असून त्यामध्ये आपले खाते उघडण्याची सुविधा आहे. आपण फेसबुकवर आपल्या संस्थेचे खाते उघडू शकतो. त्याकरिता एक पासवर्ड प्राप्त होवून ज्या ज्या वेळी

सदर फेसबुक उघडावयाचे असेल त्या त्या वेळी आपल्याकडून पासवर्ड मागविल्या जाते व त्यामध्ये प्रवेश करता येतो.

फेसबुक वरील सुविधा

फेसबुक उघडल्यानंतर त्यामध्ये खालील बाबी प्रामुख्याने प्राप्त होतात.

1. फेसबुक खाते अपडेट करता येवू शकते.
2. संस्थेचे लोकेशन चेंज करता येवू शकते.
3. विडिओ/फाईल/फोटो/फोटो अलबम लोड करता येतो.
4. मॅसेज सेंट करता येवू शकतो
5. फ्रेण्ड बनवता येवू शकते. ग्रंथालय उपभोक्ता आपल्याकरिता फ्रेण्ड असू शकतात.
6. फाईल/फोटो वाटेल त्यांना पोस्ट करता येवू शकतात.

याशिवाय इतर अनेक कॉपी/पेस्ट/फाईंड फ्रेण्ड/लाईक/कॉमेण्टस् इ. सुविधा उपलब्ध आहेत. या सर्व सुविधांचा वापर ग्रंथालयाला आपल्या ग्रंथालयीन सेवा देण्याकरिता फ्रेण्डस्ला उपभोगता समजून करता येवू शकतो. त्यापैकी प्रचलित जागृतता सेवा (CAS) ही महत्वाची सेवा अधिक प्रभावीपणे उत्तमरित्या ग्रंथपाल आपल्या उपभोक्त्यांना देवू शकेल.

प्रचलित जागृतता सेवा

'नवीन प्रलेखांचे/साहित्यांचे अवलोकन व वाचन करून त्यातील विषय समर्पक अशी माहिती शोधणे व संशोधकांची, उपभोक्त्यांची गरज ओळखून ती संबंधितांच्या त्वरित निदर्शनास आणून देणे म्हणजेच प्रचलित जागरूकता सेवा होय''[3] सदर कार्य फेसबुक च्या माध्यमातून करून खालील प्रकारच्या प्रचलित जागृतता सेवा उपभोक्त्यांपर्यंत पोहचविण्यास फेसबुक एक महत्वाचे साधन म्हणून, माहिती संप्रेक्षणाचे साधन म्हणून ग्रंथपालांनी उपयोगात आणावयास हवे.

A) Title Announcement Services

1. नियतकालिकांची अनुक्रमणिका (करंट कंटेंटस्)
2. ग्रंथालय पत्रिका (लायब्ररी बुलेटीन)
3. दाखल अंक यादी (ॲक्सेषन लिस्ट)
4. प्रलेखन पत्रिका (डाकुमेंटेषन लिस्ट)
5. ग्रंथ शीर्षक पान प्रदर्षनी (डिस्प्ले ऑफ न्यु बुक कव्हर पेज)

वरील प्रकारच्या टायटल अनाऊन्समेंट सर्विसेस बाबत ग्रंथालयामध्ये फेसबुकवर लोड करून आपल्या उपभोक्त्यांना पाठविणे. फेसबुकच्या माध्यमाने ही क्रिया सहज साधी आणि सोपी झालेली आहे

B) सुरू असलेल्या संशोधकांची यादी (Announcement of Research in Progress)

विद्यापीठ किंवा महाविद्यालयीन ग्रंथालयाने आपल्या विद्यापीठाने किंवा महाविद्यालयामधील संषोधन कर्त्यांची नावे, विषय, नोंदणी दिनांक, मार्गदर्षक इ. बाबीची यादी किंवा थोडक्यात प्रगती नोंदविलेला प्रलेख फेसबुकवर लोड केल्यास संषोधनाची दिषा, प्रगती, विषयांबाबत माहिती इतर संषोधकांना त्वरित मिळू शकेल.

C) पुढे होणा–या कार्यक्रमांचे/घटनांचे परिपत्रक (Notification of Forth Coming Events)

1. Conferences
2. Seminars
3. Workshop
4. Symposiums etc.

पुढे होणा–या कॉन्फरन्सेस, सेमिनार्स, वर्कषॉप इ.बाबी चे माहिती पत्रके फेसबुक वर पोस्ट केल्यास इच्छुकांना व उपभोक्त्यांना घरी बसून सुद्धा आपल्या संगणकावर माहिती उपलब्ध होवू शकेल.

D) वृत्तपत्र कात्रण सेवा (Newspaper clipping service)

उपभोक्त्यांना आवश्यक असलेली किंवा संस्थे संबंधीत वर्तमानपत्रात आलेल्या बातम्या/न्युजली फेसबुकवर पोस्ट करता येईल.

E) निवडक माहिती प्रसारण (Selective Dissemination of Information (SDI)

निवडक माहिती प्रसारण सेवा (एसडीआय) सारख्या सेवा क्लोज फ्रेण्ड म्हणजेच संषोधक / प्राधिकारीनी / शिक्षक यांना त्यांच्या आवडीच्या विषयावरील माहिती ग्रंथालयात उपलब्ध झाल्यास त्यांचेपर्यंत त्वरित पोहचविण्याकरिता परिपत्रक (नोटिफिकेशन) किंवा संपूर्ण माहिती फेसबुकच्या माध्यमाने त्यांचेपर्यंत पोहोचवता येईल.

निष्कर्ष

माहिती व तंत्रज्ञानाने केलेल्या प्रगतीचा उपयोग ग्रंथालयातील सेवा पुरविण्याकरिता उपभोगत्यांच्या बदलत्या गरजा, आवडी, निवडी सस्थेची आर्थिक परिस्थिती तसेच ग्रंथपालांची ग्रंथालयीन सेवा पुरविण्याविषयी असलेली हतबलता या सर्व गोष्टी लक्षात घेता ज्या ग्रंथालयाची स्वतःची वेबसाईट नाही अषा ग्रंथालयांना माहिती पुरविण्याचे साधन म्हणून फेसबुक एक वरदान आहे.

ग्रंथालयाचे स्वतःचे वेबसाईट असल्यास फेसबुक ची लिंकसुद्धा यावर देणे आता शक्य झालेले आहे. याकरिता नेटद्वारे कुठलाही खर्च येत नसल्याने विना अनुदानित महाविद्यालयीन ग्रंथालय तसेच सार्वजनिक ग्रंथालयाकरिता अत्यंत उपयुक्त असे माहिती प्रसारणाचे माध्यम उदयात आले आहे असे म्हटल्यास वावगे ठरणार नाही.

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SELECTIVE DISSEMINATION OF INFORMATION (SDI) SERVICE

Introduction

The term 'Selective Dissemination of Information' (SDI) was first introduced by Hans Peter Luhn in the year 1958 to what was once given to the scientists in manual form. The father of library science Dr. S.R. Ranganathan, viewed the SDI service as a form of reference service. He says, "We are now in the documentation age of library service. Documenta-tion service is reference service with emphasis of specialist readers and on nascent micro thought." (Ranganathan, 1961)

He further says that "The idea of SDI is essentially based on five laws of library science first formulated in 1928 and published in 1931." (Ranganathan S., 1968) Rangnathan's fourth law of library science i.e. 'Save the time of the reader' is self explanatory. The SDI service basically aims at saving the time of the readers in the library.

Definations

The study of the literature on SDI service provides clear definition of it.

According to Luhn, "The selective dissemination of information is that service within an organization which concerns itself with the channeling of new items of information from whatever source, to those points within the organization where the probability of usefulness in connection with the current work of interest is high". (Luhn, 1961)

Schneider defines, "Selective dissemination of Information is a type of personalized current awareness service which under optimum conditions, involves screening a large number of documents, selecting information exactly tailored to meet the specific unique research needs of each user (usually by an automated process), and supplying this information directly to each

individual on a dependable, continuous basis". (Schneider, 1971)

Radhakrishna Kashyap says that, "Some authors in library and information science and the chiefs of information centers providing SDI services use the term 'Current Awareness Service' and 'Selective Dissemination of Informa-tion' synonymously. In the brochure of National Centre for Science Information (NCSI) Bangalore, they have used the term current awareness service for the purpose". He further says, "SDI Service is one of the methods of providing current awareness services". (Kashyap R. K., 1998)

In fact SDI is basically a method of providing personal current awareness information service to individuals or groups on a large scale.

Need for SDI Service

The need for SDI Service is due to the fact that the working scientist / researcher should be spared from the herculean task of selecting and finding documents relevant to this work as project from the plethora of scientific literature. Statistical studies have shown that an average research scientist regularly scans only 7 to 8 periodicals and they keep themselves up to date on the remaining current literature by using secondary and tertiary publications. The time saved with the use of SDI can be utilized to enhance his scientific pursuits.

Method of SDI

The Method/ mechanism of implementing SDI service in a library require few steps, which are as follows:

1. Preparation of user profile
2. Preparation of Document Profile
3. Matching of Profile
4. Notification
5. Feedback
6. User Profile or Modification

1. Preparation of user profile

A user profile may contain the information regarding the identification of the user, detailed information about research project including subject interest and key journals in the field of his interest. These profiles are studied by the computer unit and then a keyword is provided to represent the subject interest of the users and store them into the computers.

2. Preparation of Document Profile :

Preparation of document profile is another step. As soon as a new document is received in the library, the subject content of the document is carefully analyzed into different concepts deal in it and important keywords or subject-headings are given which were used in the user profile. This is done to make the matching possible. These are then transformed into machine readable format.

3. Matching of Profile:

After these two profiles have been prepared, the next step is matching of profile. Matching of document and user profiles can be done by software through Boolean search functions. So that matching operation become quick and accurate.

The Boolean search method was enunciated by George Boolee which contains mainly three logical operators AND, OR, NOT. The sum of the weights can be used as a relevance score to arrange documents according to their decreasing order of relevance. Then the selected documents can be sent to the user.

4. Notification

Whenever a close match is observed between the user profile and document profile, each user is intimated that some documents of his/ her interest have been received or certain documents are likely to be relevant, to his interest. This information may be in the term of list of citations, or abstract or first page of the article. Sometimes if it is possible, the photocopy of the article or the documents itself may be sent along with such notification.

5. Feedback

A user may confirm whether the information which the system has provided to him is relevant or not to his interest. The system must be evaluated and modified to assure the speed, flow of information and material between the user and the system.

6. Updating the User Profile or Modification

In light of the reaction or response by the users, their profiles are modified by replacing irrelevant terms in their profiles with those describing their current interests. So the user responses are analysed continuously and are used to update the profiles.



printed and sent to the client.

Methods of providing SDI

SDI service can be given through several methods that are manual as well as electronic/mechanical (computerized)

Manual

Manual SDI is successful only when the number of users is limited. Many of the librarians may keep notice of an individual interest and supply them references or articles of interest. They may also inform the users about the existence or acquisition of new information by a messenger or through available means of communication such as telephone or mail.

Electronic / Mechanical (Computerized)

With the advent of computers, SDI service is provided to scientists by making use of digital information. The following are several methods adopted to provide SDI.

a. CD- ROM based SDI (Off line)
b. Online SDI

Online search is also known as 'real time search'. Here the user is directly in contact with the host database, and he can download the information immediately. Online search programmes make use of inverted files which provide access to any portion of the file. The only disadvantage in online SDI is its prohibitive cost. (Radhakrishna, 1999)

Impact of Information Technology on SDI

We are now in the age of information technology and the impact of IT is seen in almost all the library activities particularly in the field of information and communication services like CAS, SDI, Indexing, Abstracting Services etc.

SDI service can be provided with the help of computer and also manually. If the SDI system is to be operated at large scale it is better to use computer. Hans Peter Luhn introduced the first computerized SDI system in 1960 at the Advanced System Development Division (ASDD) of the IBM Corporation at New

York.

Naushad Ali (Ali, 1999) observed the impact of IT on SDI as follows :

1. Databases

Databases are being developed during the last 10 years. New databases are coming up in new subject areas, particularly in multidisciplinary subject areas.

Some of the important databases are AGRICOLA, CAB (Agriculture), BIOSIS (Life science), CA SEARCH (Chemistry), SCI SEARCH, INSPEC (Science), MEDLARS group of databases (Medicine), The CAN/SDI service, which is operated by the 'Canadian Institute for Scientific and Technical Information' is based on more than 25 databases on agriculture, biology, chemistry, medicine, science and technology and others.

2. Electronic Mail

Electronic mail (e-mail) is a system by which an individual can sent messages to one or more users over a computer network. The messages sent through e-mail are in digital form. E-mails can be received within minutes anywhere in the world and that too at a very low cost. It reduces telephone, postal and travel costs significantly and saves a lot of personal time. Message can be stored and then forwarded to the recipients or retrieved by them from any location as long as they have access to the network.

3. Telex

Telex is the text communication technology in which text is communicated over the telephone network and received at the other end by the teletypewriter. The receiving teletype is activated automatically on dialup and it prints the message.

4. Facsimile or FAX

FAX is also a text communication technology, it transmits the text through telephone and the same is received at the other end. A Fax machine at the other end also acts as a receiver, able to decode incoming signals and print them as an image on a special paper.

5. Online SDI

Online SDI Service has been possible owing to a random access searching 'random access memory'. The current information is searched under specific areas and the files are updated at regular intervals as and when needed to prepare the data files for SDI. An adequate number of profiles are maintained and on-line profiles are developed by the input and editing systems.

Chapter - 2

COMPUTERISED AND ONLINE LIBRARY SERVICES

LIBRARY AUTOMATION AND DIGITIZATION

Introduction:

Modern School, college and University libraries are having collection of printed books and journals as well as electronic resources/ databases, where electronic and printed forms of the documents can be stored, retrieved and delivered as and when required. The diversified hunt for information and knowledge, the countless books, journals, reports, thesis, desertations manuscripts and other printed materials together with continuous and ever increasing e-resources made the conventional management of academic library a complicated intention. So it is essencial manage library and its services with the computer by using the automated system.

The requirements of library and information services have radically distorted over the last five to ten of years. Now right to use of information is accessible from open access journals, open access archives, few websites and institutional repositories free of charge. repositories such as electronic publishers and aggregators with access charge. In electronic form Information is constantly available, easily updated and convenient to use.

Computerisation:

The computerized library system is competent of handling large volumes of information and its documents and of provided that timely and effective information services to the research scholars, faculty and students. So the main reason of library automation is to improve the efficiency of library and to render most advantageous user service.

Use of technologies is helpful in restricting the effect of information explosion as well as many troubles related with collection and services. To achieve full advantage of technologies all housekeeping operations like Cataloguing circulation, Serial control, Acquisition etc. of a library need to be computerized.

Library automation system is a software package or set of computer program designed to automate operations and services of a library. Such system primarily hosts a user-friendly interface for browsing library database online (OPAC), replacing the old card catalogue of the library. Most of the integrated library automation systems are now providing web enabled online catalogue (Web OPAC). Other operations and services which are automated include borrowing, receiving them back and tracking interlibrary-loan of books, etc. procurement of books, classifying, cataloguing and indexing of books, acquisition of journals loose issue and bound volume management and generation all types of reports and statistics of library membership, operation and services.

Realizing the significant changes in information seeking behavior of the users by rapidly expanding use of e-resources, most of the modern libraries have promptly responded by converting their print catalogue into OPAC. Automation of library catalogue helps in speedy processing of books and other resources and saves time involved in editing, updating and rearranging large amount of information. It brings ease

in searching and flexibility in configuring search and result

screens (*choen,2003*). Like this outcome of computerization the website of the library with fast Internet connection is created and access to information resources in the web and searching library database through WebOPAC from any computer .

Digitization:

Digitization is an electronic process of converging information from a print format to a digital format. The processes of digitization involve the scanning of the print material and digitize them. There are several scanners available in the market like special purpose scanner, sheet-fed scanner, large format scanner, flat- bed scanner, hand scanner etc. The scanner type is need upon the size of the document required to be scanned.

The essential software is available with the compact of the scanner. When a document is located on the scanner the image of the reading material is taken into the computer. To transform the scanned images into text format, Optical Character Recognition (OCR) technology is required, which converts image characters into machine language. Like this you may digitize your library documents for digitization of the library. Computer based information system for acquiring, storing, organizing, searching, distributing and displaying digital materials for end user access; not necessarily network-based but designed and constructed so as to be capable of attaching or being attached to a network.

Digital, Electronic and virtual Libraries

Digital libraries are electronic libraries in which number of geographically distributed users can access the contents of large and diverse repositories of electronic objects. Virtual library is an organized, evaluated and a noted set of links to information on the Internet that enables a user in finding relevant information wherever it is resided on the web.

Digital Library:

Digital Library means library having all the reading materials

in digitize form and access through the mechanically with the help of computer. Present library is facing many problems that is :

1. Allocation of budget
2. Lack of staff especially skilled staff,
3. Non availability of documents in digital form
4. Copy right document
5. Limited library hours, life of print materials etc.

With advancement of technology, the libraries are moving towards digital resources, which are found to be cheap and more supportive for easy access and helpful especially to distant learners who have restricted time to access the libraries from outside through Internet. As a result electronic media is getting preference.

In developed countries 60% to 70% information is available in the digital formats, where as in developing countries like India, this availability is 2.5% so there is a great scope of transformation to digital libraries here.[2] Moreover, at the present; these are inexpensive and cheap to run.

Prospect of Digital Library:

At Google, the Million Book Project, and Internet Archive and other are going to digitization projects are in progress in the world. With continued improvements in book handling and presentation technologies such as optical character recognition and ebooks, and development of alternative depositories and business models, digital libraries are rapidly growing in popularity. Just as libraries have ventured into audio and video collections, so have digital libraries such as the Internet Archive.

Digital Library Software:

There are a number of software packages like D-Space, Green stone etc. for use in general digital libraries. Institutional repository software, which focuses primarily on ingest, preservation and access of locally produced documents,

particularly locally produced academic outputs, can be found in Institutional repository software.

Digitization:

In the past few years, procedures for digitizing books at high speed and comparatively low cost have improved considerably with the result that it is now possible to digitize millions of books per year.[4]

Advantages:

The advantages of digital libraries as a means of easily and rapidly accessing books, archives and images of various types are now widely recognized by commercial interests and public bodies alike.[5]

* No physical boundary
* Round the clock availability
* Multiple accesses.
* Information retrieval.
* Preservation and conservation
* Space
* Added value.
* Easily accessible.

Problems of Copyright and Licensing:

Digital libraries are hampered by copyright law because, unlike with traditional libraries, digital libraries do not have access to works from every time period. The republication of material on the web by libraries may require permission from rights holders and there is a conflict of interest between libraries and the publishers who may wish to create online versions of their acquired content for commercial purposes. Some digital libraries acquire a license to lend their resources. This may involve the restriction of lending out only one copy at a time for each license and applying a system of digital rights management for this purpose

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DIGITAL LIBRARY OPEN SOURCE SOFTWARE

Introduction

The advancement of information technology, CDROM, Multimedia, Computer network, Internet etc. have paved the way towards electronic publishing and changed the traditional libraries to digital libraries. ICT have transformed the way of information generated, disseminated, preserved and made assessable with technology providing such incomparable access to digital resources and information servies, digital libraries and information repositories are no worldwide accessible. The idea of conerting traditional library into digital formats by using computer and web publications are emerging out as an important era in the library servies.

1. Digital library :

A digital library has been considered as a system that provides the users with coherent access to large, organized repository of digital information and knowledge. This organization of characterized by the absence of prior detailed knowledge of the users. On other hand digital libraries are organizations that provide the digital resources, including specialized LIS professionals to select, structure, offer intellectual access to interpret, distribute, preserve the integrity of and ensure the persistence over time of digital works so that readily and economically available for users. The ability of the users to access recognize and utilize digital resources is enriched by the capabilities of digital technologies. In fact, digital libraries are libraries extended and enhanced through digital technology.

2. Purposes of Digital libraries :

The purposes of digital libraries include :

1. To speed up the systematic development of the resources to collect, store and organize information and knowledge in digital form, and digital library collections.
2. To promote the economical and efficient delivery of information to all parts of society.

3. To encourage cooperative efforts which leverage the considerable investment in research resources, computing and communications networks.
4. To strengthen communication and collaboration between and among the research business government and educational communities.
5. To contribute to the lifelong learning opportunities of all people.

3. Open Source Software (OSS) :

Open source software (OSS) as a free software began to appear in early part of 1998. It generally refers to the software distributed in source from which can be modified freely and distributed. Its basic character is that the sources code of the software is open to the world to take, modify and reuse. Application of OSS permits its users freedom concerning access :

* To run the programme for different purposes,
* To study how the programmed works and adapt to users need.
* To redistribute multiple copies.
* To improve the programmes.

4. Rights and Obligations :

Open Source Initiative (OSI) has defined OSS as software providing certain specific rights and obligations as enumerated below:

* No royalty or other fee imposed upon redistribution.
* Availability of the source code.
* Right to create modification and derivative works.
* May required modified versions to be distributed as the original version plus patches.

* No discrimination against persons or groups.
* All rights granted must flow through to/with – redistributed versions.
* License applies to the programme as a whole and each of its components.
* The license must not restrict other software, thus permitting the distribution of open source and close source software together.

5. OSS : Ten Commandments

As identified by OSI (Open Source Initiative) there are ten criteria for a software product to be called open source. OSI also certifies a software license as an OSI certified license on the basis of ten commandments as detailed below:

* **Fee Redistribution:** The license shall not restrict any party from selling or giving away the software as a component of an aggregate software distribution containing programmes from several different sources. The license shall not require a royalty to other fee for such sale.
* **Source work :** The programme must include source code and must allowed distribution in source code as well as compiled form.
* **Derived work :** The programme must allow modifica-tions and derived works and must allow them to be distributed under the same terms as the license of the original software.
* **Integrity of the authors source code :** The license may restrict source code from being distributed in modified form only of the license allows the distributions of "patch files" with the source code for the purpose of modifying the programme at build time.
* **No Discrimination against persons or group:** In order to get the maximum benefit from the process, the maximum

diversity of persons and groups should be equally eligible to contribute to open source.

* **No discrimination against field of Endeavour:** The license must not restrict anyone from making use of the programme in a specific field or Endeavour.
* **Distribution of license:** The rights attached to the programme must aply to all to whom the programme is redistributed without the need for execution of an additional license by those parties.
* **License must not be specific to a product:** The rights attached to the programme must not depend on the programmes being part of a particular software distribution.
* **License must not restrict other software :** The license must not place restrictions on other Software that is distributed along with the licensed software.
* **The license must be technology Neutral :** No provision of the license may be predicted on any individual technology or style of interface.

6. OSS For Developing Digital Libraries :

With the advent of ICT (Information and Communication Technology) content creation and content management are crucial components for the proper development of modern libraries. Capturing, Storing, Indexing, Preserving and redistributing digital content is a challenge of any Digital Library with ease of use and a web based user interface.

For establishing Digital Libraries some operational software is required for this purpose. A number of free digital library software like greenstone digital library software and Dspace Digital library software are available for developing digital libraries, which aim to offer complete digital library solutions. Generally the emphasis is being given to use open source software package, which can offer the solution to construct customized applications

for handling and providing access to digital collection available over the internet in digital library archives connected to web. Besides this supporting software is also required.

Following are some open source digital library software available, which can be used in digital libraries :

6.1 Dspace Digital library software :

Dspace is an open source software is freely downloadable from http://www.dspace.org It is one of the most popular software for digital asset management system to capture, store, index preserve, and redistribute the intellectual of university's research faculty in digital formats developed jointly by MIT libraries and Hewlett Packard (HP). It is available to research institutions worldwide as an open source system that can be customized and extended. It helps create, index and retrieve various forms of digital content. Dspace is adaptable to different community needs. Interoperability between systems is built-in and it adheres to international standards for Metadata.

Following are some salient features of Dspace:

* Submission facility allows scientists and researchers to upload digital documents from anywhere in the world.
* Workflow features allows moderation of the submitted documents.
* Uses persistent handles.
* Confirm to the standards like Dublin Core and OAI–PMH V.2.0
* Security can be built at various levels to effect restricted access.
* Indian language based digital libraries can be built as it conforms to the UNICODE standard.

6.2 Greenstone Digital library software :

It is open source software available on http://greenstone.org

under the term of the GNU General public license. Greenstone Digital library software was developed by the New Zealand Digital library project at the university of Waikato for building and distributing digital library collections. It has been developed for organizing information and publishing it on the Internet or on CDROM. By using this software Digital library collection will be developed. This is one of the multilingual software. In the software use the Dublin core metadata standards.

6.3 GNU E-print Archiving software :

The GNU Eprint software is free software which creates online archives. The default configuration is a repository of the research output of an academic institutions. It has been developed at the Univesity of Southampton. Eprint is already established as the easiest and fastest way to set up repositories of open access research literature scientific date. Eprint is a major leap forward in functionality, giving more control and flexibility to repository managers, depositors, researchers and technical administrators. This software is available on http://ww.eprints.org

6.4 Ganesha Digital Library software :

GDL is an open source project initiated by KMRG ITB in 2000. It is the main engine of the Indonesian Digital Library Network (IDLN) for managing Metadata and full text of digital funded by IDRC (International Development Research Centre) Canada, The Latest development (version 4.2) is funded by the INHERENT DIKTI Project. GDL cab be downloaded free of cost at htt://dgl.itb.ac.id/download/

6.5 Libraonix Digital library system :

This libronix DLS is available on the site http://www.logos.com/products.

One technology for an integrated library. Successor to the logos library system, Modular Architecture, Internet

Integration and global and Multilingual these are the some important features of the libronix digital library software.

Results

Digital libraries are evolving from an experimentation stage to institutionalization. Next generation digital libraries will supply a comprehensive range of services on network, not as an institutional prerogative, but as a universal search library. The library that meets the information needs with the collections and services which were previously maintained in-house. The approach towards setting up the digital library standards, software technologies and best practices is definitely taking a shape. The information professional has to keep constant watch for new developments and noticeable changes in the field of their concern. To cope up with the information needs with speed and relative accuracy and reliability the digital library has emerged as the most important and reliable resorty, and so knowledge discovery in these type of libraries becomes a predominant factor. Greenstone offers scores of collection and represents the cutting edge of digital library research using greenstone as a vehicle for dissemination. It helps to create different types of collection like audio, video, image, text and multimedia collection. The digital libraries arena offers a unique challenge to an emerging breed of digital libraries, to combine principles, practices and tools of information management to create new information product and service.

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8. htt://greenstone.org accessed on 24.09.2010.
9. http://www.eprints. Org accessed on 25.09.2010.
10. http://dgl.itb.ac.id/download/accessed on 26.09.2010.
11. http://www.logos.com/products accessed on 26.09.2010.

ROLE OF LIBRARIAN'S AND OPEN ACCESS

Introduction

The global changes particularly the Information and Communication Technologies (ICT) have an impact on the functioning of academic libraries. The developments in ICT have changed the users' expectation from the academic libraries in different ways. Library and Information System Management is the basic and core activity which helps the user community in identifying and accessing knowledge resources in an academic institution.

The librarians' desire to acquire, organize, preserve and disseminate the information available freely is the need of the hour

Open Access

The literature that should be freely accessible online is that which scholars give to the world without expectation of payment.[1]

KeyAspects

Open Access literature is freely available

Open Access literature is online

Open Access literature is scholarly and royalty free

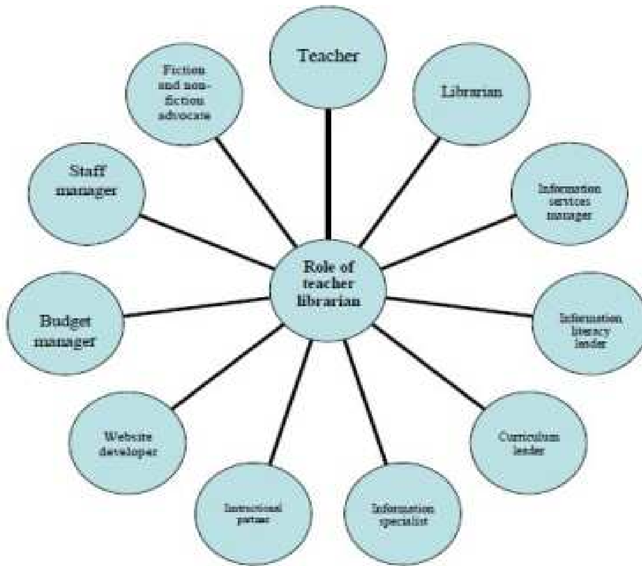
Open Access literature can be used with minimal restrictions

Open Access strategies: self-archiving and open access journals

Open Access literature metadata can be harvested[2]

Role of Librarian's

Librarians are situated to play a key role in the development of Open Access for academic publishing and dissemination.[3] In 2007, the working group of the National Knowledge Commission on 'Open Access and Open Educational Resources' recommended in their report to increase Open Access



Source: *https://jenscatablogue.iles.wordpress.com/2011/03/herrring_rolestl.jpg*

content from India, in order to increase the public awareness and utilization of OA material.[4]Now it is the duty of librarians to do efforts for creating an environment for open access and make aware to the academic community to maximize the usage of open access resources available either in Institutional repositories or other ways.The role of a librarian as a leader, teacher, and information manager whatever shown in this figure, there is a role as website developer is important in the open access system.

Librarians will still play an important role in managing and advising Open Access information.

1. Librarians have shown their support for open access.
2. Sharing discovery and support services amongst libraries and institutions
3. Managing services such as institutional repositories

4. Providing licensing and related advice to researchers
5. Supporting preservation and managing metadata and recognizing the importance of recommended services
6. Explaining open access to researchers.
7. They have educated faculty and administrators about evolving scholarly communication environment.
8. Libraries have partnered with faculty and research managers to set up open access repositories and to help faculty and students to deposit their research outputs.
9. Librarians have provided support in research data curation and sharing.
10. Librarians have helped scholarly publishers to publish open access journals and books.
11. Librarians have worked with educators to produce open educational resources ensuring the quality of digital content, its reuse, and sharing.

Open access has thus changed the profile of academic and research libraries.[2]In addition to current practices by librarians, scholarly publishing literacy needs to be considered through the lenses of digital scholarship and information literacy to be fully understood.[5]

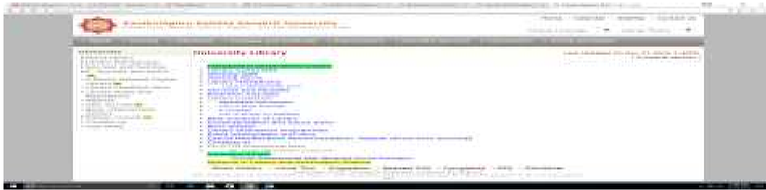
Open Access Opportunities to Librarians

The librarians' desire to acquire, organize, preserve and disseminate the information available freely is the need of the hour. It is a challenge to generate the interest of the librarians in providing greater access to the masses at lower or free of cost. The librarians must be positive and they must always be eager to adopt new techniques to cope with the changes and ready to do the adjustment with the rapidly evolving conditions.

1. Create Library website/ webpage/portal

The web is an easy place to reach users in their own interest since they can access content while sitting at computers in their offices or dorms. Library website is one of the advanced sites among Indian libraries

Modeling of KKSU Library Webpage[6]



2. Linking Open Access E- Resources

Open access resource linking allows a library to seamlessly tie electronic resources together. For example, an index or abstract can be linked to a full-text database or a bibliographic record can be linked to a review or to an e-book. Users may like to have more than one path to find the same information, cross-linking ensures that the users would find the information they are looking for. Linking to some important academic resources i.e. books, theses, encyclopedias, dictionaries; institutions should have also provided from the webpage.

2.1 Shodh Ganga Indian Theses Database (full text)[7]

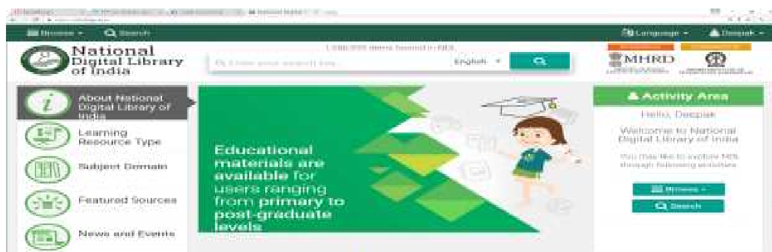


2.2 Link with National Digital Library of India.

Following can be accessed from single window of NDL:

* Educational Materials ranging from primary to post-graduate levels,
* More than 40 types of learning resources,
* 1300,000+ items authored by 1 lakh author,

Items in more than 70 languages.The students, teachers of the university and affiliated colleges register themselves on the NDL portal http://ndl.iitkgp.ac.in/.[8]



2.3 Link to IndCat

Online Union Catalogue of Indian Universities has unified Online Library Catalogues of books, theses, and journals available in major university libraries in India. The IndCat consists three components *Books, Theses, Serials* available in open access to users and librarians.[9]



2.4 Link to DOAB

The primary aim of DOAB is to increase discoverability of Open Access books. Academic publishers are invited to provide metadata of their Open Access books to DOAB. Libraries can

integrate the directory into their online catalogues, helping scholars and students to discover the books. The directory is open to all publishers who publish academic, peer reviewed books in Open Access and should contain as many books as possible, provided that these publications are in Open Access and meet academic standards.[10]



5561 Academic peer-reviewed books from 165 publishers

2.5Link to ShodhGangotri

"Shodhgangotri" hosts synopsis of research topic submitted to the universities in India by research scholars for registering themselves for the Ph.D. program. (3511 Synopses uploaded)[11]



2.6 Link to Directory of Open Access Journals (DOAJ)

DOAJ is a community-curated online directory that indexes and provides access to high quality, open access, peer-reviewed journals.9,417 Journals;6,589 searchable at Article level;128 Countries;2,381,655 Articles[12]



2.7 INFOPORT: INFLIBNET Subject Gateway for Indian Electronic-Resources

The INFLIBNET Centre promotes open access to Indian scholarly content through the InfoPort: The InfoPort selectively catalogues online resources of Indian origin on diversified subjects available in open access through an elaborate process of testing and evaluation. The Centre proposes to collaborate with librarians and scholars in college and universities in the processof identification and selection of resources.[13]Unique Resources: 1532 Total Resources :1760



2.8 INFLIBNET's Institutional Repository

Here you can find articles published in all conventional proceedings of INFLIBNET Centre, Moreover, you can also look for various training material, pressclippings, newsletters etc.

2.9 Link to OJAS (OpenJournal Access System)

Fifteen journals are available for Open Access through Inflibnet[14]

2.10 Link to E-PGPathshala

e-PGPathshala is a portal under which High quality, curriculum-based, interactive content in different subjects across all disciplines of social sciences, arts, fine arts & humanities, natural & mathematical sciences, linguistics, and languages is being developed. An MHRD, under its National Mission on Education through ICT (NME-ICT), has assigned work to the UGC for the development of e-content in 77 subjects at postgraduate level. The content and its quality is the key component of education system.[15]



2.11 Links to another subject Resources/Universities

Like many other libraries, Link to other databases, e-journals, books, dictionaries and also other universities or colleges in India is very useful to library users. we should have hyperlinks on our homepage to alert your users to new open access resources, repositories and events. This change has given us many more options for promoting library users.

Services to the Users:

Services to the users are the major function of any library, and users are expected to visit web page/website of the respected library more frequently. Under this page, the librarian should be linked to the aboveopen access resources /database/journals etc. and services can be provided.

Use of Kindle App



Librarians can develop the collection on "Kindle App" for fulfillment the requirements of the library users.[5] Librarians can download articles/ books or any other material from open access system and attached a pdf file to your library's Kindle App, which you have downloaded from amzone.com.





Benefits of Open Access links on Library website/web page/ portal.

a) Better facility and usage of e-resources, to its uses through library web page.

b) Information available in respect of subjects relating to its users throughout day and night.

c) Desktop accessibility through integrated sources of information.

d) Enhanced and upgraded the institutional and library electronic communication capabilities.

e) Web links is the better way to provide open access services to the users; even they are unable to visit the library physically.

f) Library web page links have offered better information services.

g) Appreciations received from University authority, faculty, and students and also from various outside

institutions which built up the confidence of the library staff and in future they are ready to take up the new plans for the library development.

Conclusion

In the present Indian scenario, the roles of librarians are refreshed and even more specialized roles are defined. Apart from traditional roles, they are managing digital library projects, digital archiving, institutional repositories, publishing open access journal, providing metadata harvesting services, creating web portals etc.

Librarians should have increase ability to link user with information is a measure of continued relevance. Though the roles of the librarians and support services provided by them differ from one library to another, it is the great responsibility of the library schools to produce librarians with sound theoretical knowledge and trained with new skills to respond to the challenges in the transforming profession.Academic librarians see themselves as service providers, as partners with the teaching faculty, and as builders of strong systems and collections.

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USE OF INTERNET IN LIBRARIES
ग्रंथालयामध्ये इंटरनेट चा उपयोग

प्रस्तावना :

ग्रामीन भागातील महाविद्यालये म्हणजे तालुक्याच्या ठिकाणी किंवा 15,000 ते 25,000 लोकवस्ती असलेल्या ठिकाणांमध्ये अस्तित्वात असलेली महाविद्यालये या महाविद्यालयाच्या ग्रंथालयामध्ये इंटरनेट सुविधा उपलब्ध करणे आजच्या माहिती व तंत्रज्ञानाच्या युगात सहज शक्य होत आहे. आणि याद्वारे महाविद्यालयीन विद्यार्थ्यांना तसेच शिक्षकांना त्यांच्या विषयाशी, त्याच्या करीयरशी संबंधीत तसेच संशोधनाच्या दृष्टिकोनातुन अनेक ग्रंथालयीन सेवा देणे हे महाविद्यालयीन ग्रंथपालाचे कर्तव्य आहे. त्या दृष्टिकोणातुन कोणत्या सेवा देता येईल याचा सविस्तर विचार या लेखामध्ये देण्याचा प्रयत्न आहे.

इंटरनेट एक माहितीचे साधन

पारंपारीक माहिती व्यवस्थेत अतिशिघ्रतेने बदल होवुन पेपरलेस माहिती निर्माण होत आहे आणि म्हणुन ग्रंथालयीन सेवा पुरवित असतांना ग्रंथालयामध्ये इंटरनेट सुविधा व्यापक प्रमाणात उपलब्ध असणे आवष्यक आहे. त्यामुळे ग्रंथसंग्रहामध्ये असणारी तृटी किंवा कमतरता दुर होवु शकते. List of additions, list of journals, current content of periodicals, Indexing of journals, Online public access catalogue, Resource sharing, Access to digital resources इत्यादी सेवा इंटरनेट च्या माध्यमातुन मिळविता येते. वरील ग्रंथालयीन सेवेशिवाय रोजगागराच्या विविध संधी प्रत्यक्ष घटनेबाबत तत्काळ माहिती संस्थेसंबंधीत माहिती, सरकारी नियम, परीपत्रके, अशा प्रचंड माहितीचा स्त्रोत यामध्ये शोधता येते.

इंटरनेट द्वारे महाविद्यालयीन विद्यार्थ्यांना देण्यात येणाऱ्या सेवा :

विविध विद्यापीठाच्या वेब साईटस.

* Official website of RTM Nagpur University (www.nagpuruniversity.org)
* RTM Nagpur University portal for students information facilitation(http://rtmnudigitaluniversity.ac)
* Kavikulguru Kalidas Sanskrit University (http://kksanskrituni.digitaluniversity.ac)
* रोजगार समाचार (www.employmentnews.gov.in)
* National Digital Library (https://ndl.iitkgp.ac.in/)
* Online job search facility provided for RTM Nagpur University students by MKCL (http://EASY.mkcl.org)
* उच्चशिक्षणासंबंधीत वेबसाइट उदा. (IIT, IIM)
* विदेशामधील शिक्षणांच्या संधी

Distance education

* Institute of distance education (www.idesagaruniv.com)

इंटरनेटद्वारे महाविद्यालयीन षिक्षकांना देण्यात येणाऱ्या सेवा :

* विशिष्ट संस्था किंवा विद्यापीठे
* विविध विद्यापीठे (www.inflibnet.ernet.in)
* UGC Schemes (www.ugc.ac.in)
* Guide line for organization of seminars/Confereces
* Guide line for NET, SET
* Book reviews
* विविध ग्रंथालयाचे catalogues/databases
* वेतन आयोगाच्या शिफारशी संबंधीत माहिती......

संशोधकांना देण्यात येणाऱ्या सेवा

* Theses databases

  Vidhyanidhi theses databases (http://vidhyanidhi.com)

  INFLIBNET Theses database (http://indcat.inflibnet. ac.in)

* Manuscripts database

  National mission for manuscripts (http://www,namami. org)

* Free online journals

  Indian science abstract (http://www.niscair.res.in/sciencecommunication/AbstractingJournals/isa.asp)

* Free online Encyclopaedias

  Wikipedia (www.wikipedia.org)

* Union databases hosted by information & library network on IUC of UGC (www.inflibnet.ac.in)

प्रशासकिय अधिकारी व कर्मचाऱ्यांना देण्यात येणाऱ्या सेवा.

महाराष्ट्र शासनाची वेबसाइट... (www.maharashtra.gov.in)

GR Search, useful to search govt. Resolutions.etc

विद्यापीठ अनुदान आयोग (www.ugc.ac.in)

ग्रामीण महाविद्यालयातील ग्रंथपालाची भुमिका :

महाविद्यालयीन ग्रंथपाल हा ग्रामीण असो वा शहरी भागातील महाविद्यालयाचा ग्रंथपाल असो, तो ग्रंथालय व माहिती शास्त्र विषयामधील तज्ञ निश्चितच असतो. त्यामुळे ग्रंथपालाचे कर्तव्य बजावत असतांना त्यांनी माहिती व तंत्रज्ञान निगडीत इंटरनेट सारख्या माहिती साधनाचा उपयोग आपल्या महाविद्यालयीन विद्यार्थी शिक्षक, प्राचार्य तसेच शिक्षकेत्तर कर्मचाऱ्याना मिळवुन घ्यावयास पाहिजे. त्यांच्या माहिती विषयक गरजा पुर्ण करण्याकरिता ग्रंथपालांनी वरील प्रकारच्या महत्वपुर्ण वेबसाईट ची नोंद करून ठेवावयास पाहिजें. त्याचप्रमाणे नविन माहिती शोधुन आपल्या महाविद्यालयातील उपभोक्त्यांना आवश्यक असणाऱ्या माहितीचा संग्रह करून वेळप्रसंगी त्या माहितीचा प्रसार करावयास हवा.

पारंपारीक माहिती संग्रहित करून केवळ पुस्तके खरेदी करणे, सोपस्कर करणे आणि देवाणघेवाण करणे एवढीच ग्रंथपालांनी आपली भुमिका मर्यादीत न ठेवता इंटरनेट सारख्या माहितीच्या साधनांचा

उपयोग करून आपल्या महाविद्यालयीन ग्रंथालयाच्या उपभोक्त्यांना अध्यावत माहिती पर्यत पोहचविण्याचे कार्य करण्याची वेळ आली आहे.

माहिती व तंत्रज्ञानाच्या युगामध्ये महाविद्यालयीन ग्रंथपाल हा माहिती तंत्रज्ञान व आपल्या महाविद्यालयाच्या ग्रंथालयाचे उपभोक्ते यामधील महत्वाचा दुवा आहे. ग्रामीण महाविद्यालयाच्या ग्रंथालयाचा विकास साधण्याकरिता व ग्रंथसंग्रहातील कमी दुर करण्याकरिता ग्रंथपालाने इंटरनेट सारख्या माहितीच्या भांडाराचा उपयोग केल्यास व योग्य पध्दतीने त्या माहितीच्या प्रसार केल्यास पर्यायाने महाविद्यालयाचा विकास साधता येईल. या विकासामध्ये ग्रंथपालाची महत्वाची भुमिका असल्याचे कोणीही नाकारू शकणार नाही. त्याकरिता महाविद्यालयीन व्यवस्थापनाने, प्राचार्यानी, ग्रंथपालानी तसेच सर्व शिक्षकेत्तर कर्मचारीवर्गाने ग्रंथालयात इंटरनेट सुविधा उपलब्ध करून देण्याकरिता तसेच यासंबंधीत कृतीला ग्रंथपालास उपस्थित राहण्याकरिता प्राचार्य वर्गाने सकारात्मक दृष्टिकोन ठेवावयास पाहिजे.

निष्कर्ष :

माहिती व तंत्रज्ञानाच्या युगात इंटरनेट ची माहिती शोधन्याचे साधन व माहिती पुरविण्याचे माध्यम म्हणुन ग्रामीण भागात सुध्दा महत्वाची भुमिका आहे. विद्यापीठांनी सर्वग ग्रामीण तथा शहरी महाविद्यालयाची वेबसाइट आणि E-mail तयार करणे सक्तीचे केलेले असल्यामुळे इंटरनेट सुविधा प्रत्येक ग्रामीण महाविद्यालयांमध्ये उपलब्ध होणे गरजेचे आहे या इंटरनेटवरील सेवांचा जास्तीतजास्त उपयोग कसा करावा याबद्दल ग्रंथपालाची मार्गदर्शनपर भुमिका महत्वाची ठरते.

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COMPUTERISED AND WEB SERVICES AT KAVIKULAGURU KALIDAS SANSKRIT UNIVERSITY LIBRARY

Introduction

Technology has impacted libraries significantly, whether it is decreased door counts or increased use of virtual resources and especially academic libraries have faced a great deal of change in recent years. Users have more options than ever for filling their information needs. LIS Professionals must be creative and innovative in order to serve their users to the fullest. Professionals have to reach more users in a variety of ways, as their collections and services move into an increasingly virtual environment, they have to provide their users greater access to in-house as well external resources which is exactly what they want. Now information personnel's have to work harder than ever before to get out into their users spaces (both physically and virtually) and to draw their users into the traditional space of the library. What follows is an overview of the initiatives and strategies in Engineering Library have implemented to reach out to the users, in an effort to draw them into the library either physically or virtually.

KKSU Library at Glance

The KK Sanskrit University Library was established immediately after the establishment of the university. The library is the core part of any educational institute and it carries much more importance in the Sanskrit university because it is a store house of ancient knowledge. This Library not only contains published books but a number of Manuscripts are preserved here. The main library is located in the main campus of University at Ramtek and Departmental Library at PGTD Campus, Nagpur which collectively support the teaching, research and extension programmes of the Institute. All students, faculty members and employees of the Institute are entitled to make use of the Library facilities on taking library membership.

The Library, besides having a huge collection of books on Sanskrit, education, History and philosophy offers library services through its various divisions.

Application of 1Gbps line and Wi-fi.

The Wi-Fi technology have been adopted due to the faster and cheaper net connection; allows for a more dynamic network, free network without cables; spread out at a larger table in a quieter area of the campus; flexibility which allows to move about without breaking the network connection.

Re-engineering of Library Automation Initiatives.

Even after having a huge shortage of staff in library, we have planned re-engineering of library automation, about 30,000 books database had been managed in SOUL2.0 during 2004 to 2016.

The main aim of library to provide desktop accessibility, simultaneous access with time less usage. The Library acquires the electronic resources i.e. e-books, e-journals, e-database, digitization of library resources, development of library webpage and membership of consortia's i.e. UGC Info-net.

Application of Kindle

University Library developed collection on "Kindle App" for fulfilment the requirements of the library users.



Re-engineering of Library Webpage

The web is an easy place to reach users in their own interest since they can access content while sitting at computers in their offices or dorms. Library website is one of the advanced sites among Indian libraries.

Modeling of KKSU Library Webpage



Services to the Users:-

Services to the users are major function of any library and users are expected to visit this page more frequently. Under this page, further links to the following services has been provided.

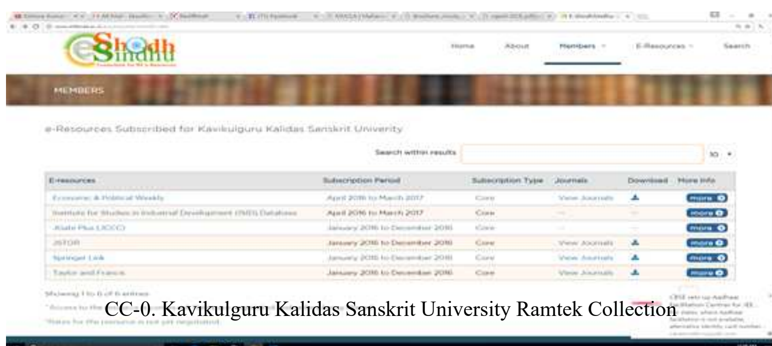
Library OPAC and Recent Additions

Library has installed library software named SOUL 2.0 for managing the library affairs which is web enabled OPAC for providing bibliographical information of the library holdings and other additional facility to the users. Installation of web-enabled OPAC is one more step in this direction. Through the Internet / Intranet, access of library resources has been extended to the user's desk. Apart from the OPAC, a list of books with bibliographic records has also been displayed annually or monthly which has been added in the library collection.



E- Resources

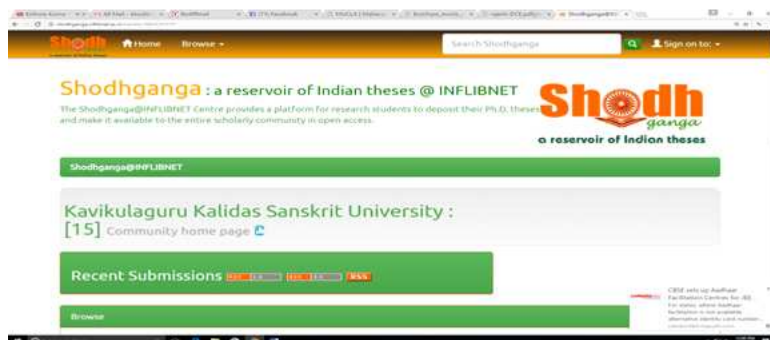
Library is being subscribing some E- resources i.e. full text online journals i.e. The user id and passwords for these resources have been provided on the particular webpage. The access is allowed only to the kksu users, the front page user id and passwords are available in the library. However library have procured the real IP address as per the subscriptions condition of the e-vendors and meanwhile to provide the campus wide access through IP address is being under process. Apart from the links to subscribed resources, links to some other important academic resources i.e. books, encyclopedias, dictionaries; institutions have also been provided from the webpage.



News and Events

The latest news and events going on in library and to keep in mind the interest of the students, other relevant information is also displayed and further links to another page have been provided to view the detailed. Like many other libraries, we have news headlines on our home page to alert our users to new resources and events. These headlines link to our news page for the complete details of particular event. This change has given us many more options for promoting our news stories to our users.

Reengineering of thesis



Notices Board

The regular notice from the library to inform the students and faculty members are placed in the news link of Notice Board. Through this students and faculty members can know all type of notices related to library services i.e. registration, issue and return, rules & regulations, no dues hours book bank schedule etc.

Link with National Digital Library of India.

Following can be accessed from single window of NDL

* Educational Materials ranging from primary to post-graduate levels,
* More than 40 types of learning resources,

* 1300,000+ items authored by 1 lakh author,
* Items in more than 70 languages.

the students, teachers of the university and affiliated colleges register themselves on the NDL portal http://ndl.iitkgp.ac.in/ .

Introducing Online Requisition

To inculcate the participation and to know user need to build up the library collection, online request form for procurement of any document is provided, users may submit their request to library

Links to other Sanskrit Resources/Universities

Like many other libraries, we have news headlines on our home page to alert our users to new resources and events. These headlines link to our news page for the complete details of particular event. This change has given us many more options for promoting our news stories to our users. Link to other Sanskrit Databases , E Journals, Books, Dictionaries and also other Sanskrit universities in India is very useful to our library users.

Contact us / Feedback Process.

To have any query, information regarding library, any user may contact to the librarian directly to the library authority through the link. Users may contact to the librarian or Assistant Librarian for any type of query and problems relating to the library.

User Education.

At the beginning of each academic session, library organize orientation programme through the live demonstration of library website to educate the new users about the library resources and methods for using the services.

Benefits of Web Modeling for the Library.

h) Better facility and usage of e-resources, to its uses through

library web page.

i) Information available about library in respect of functions, services and activities relating to its users throughout day and night.

j) Desktop accessibility through integrated sources of information.

k) Availability of Full Text resources through Kindle App

l) Web enable OPAC access to its users to check their library account, reissue the book, recommend the book, and reserve the book from anywhere through Internet or LAN through the web page.

m) Enhanced and upgraded the institutional and library electronic communication capabilities.

n) Web is the better way to interact with the users; even they are unable to visit the library physically.

o) Library webpage, have offered better information services.

p) It was a successful attempt by the library personnel's. Appreciations received from University authority, faculty, and students and also from various outside institutions which built up the confidence of the library staff and in future they are ready to take up the new plans for the library development.

Conclusion

In the KKSU, we continue to explore new ways to connect with both traditional library users and new users who have never visited the library. By viewing changes in technology and communication patterns as opportunities to reach our users rather than as barriers that keep them away, we are better able to serve our community. We are living in very turbulent times where things change rapidly in our nearest environment. The commercial publishers and intermediaries offer already today their own

integrated electronic libraries. If our library does not make significant progress towards making instant access for the users to a significant amount of electronic information resources, we run the risk that our institution decision makers and key users will shop elsewhere for satisfaction of their information needs. We cannot see any signs why libraries can avoid changing their operations drastically as well - if they want to survive. Therefore it is very important that library managers take the necessary steps in paving the way towards the digital library and that is being taking place very fast.

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APPLICATION OF 'KINDLE APP'

Introduction

In the age of 21st century LIS Professional must be aware of emerging technologies. It has become increasingly important that librarians keep up with technology and have certain basic skills. In the current scenario library professional must have the knowledge of Networking, the ability to deal with the back-end of the OPAC, the ability to translate library services into the online medium, the ability to troubleshoot basic computer and printer problems, as well as kindle technology, or just a good healthy knowledge of emerging technologies.

What is kindle?

A line of Android-powered portable e-book reader devices developed by Amazon that enable users to shop for, download and read electronic versions of books, newspapers, magazines, websites, blogs and more. Amazon's basic Kindle devices primarily compete with similar e-book devices like Barnes & Noble's Nook, while the more advanced Kindle Fire competes with mobile devices like Android-powered tablet computers and Apple's iPad.

It means that the Kindle is portable wireless electronic reading device produced by the American company Amazon. com.

In 2007, the Internet commerce company Amazon introduced a electronic book (e-book) reader called the Kindle. The Kindle wasn't the first dedicated e-book reader device, but it didn't really have much competition–there wasn't a huge demand in the market for e-book readers before the Kindle's launch.

Faction of Kindle

The Kindle also has several functions that you may find helpful while reading. You can bookmark a page, highlight a selection of text or even type notes as you read. With these features, the Kindle has the potential to replace hardcopy textbooks in the future,

something many students would probably welcome. While they would no longer be able to sell a used copy of a textbook at the end of a term, they wouldn't have to tote around a backpack filled with hefty books either.

Features of kindle

Search

Kindle has a standard-layout keyboard that makes it possible for users to search the Kindle Store, their entire library of purchased content, and Wikipedia.org. Customers simply type in a word or phrase and Kindle will find every instance.

Adjustable Text Size

Kindle has six adjustable font sizes to suit customers' varying reading preferences.

Comes Ready To Use

When customers order a Kindle, it arrives from Amazon.com ready to use. There is no software to load or set up. Customers are immediately ready to shop, purchase, download and read from Kindle.

Kindle App for PC

Kindle for PC is one of the most popular programms at the moment, download it for free here. The free version has many new features. Speed of the whole programm was increased, some errors had been fixed, and new functions had been added. Kindle for PC will help you to get the best out of your computer. Now librarians can download the free version of Kindle.

Kindle Unlimited

Amazon added the Kindle Unlimited subscription service, which at release allowed unlimited access to over 638,000 titles and over 7,000 audiobooks for a monthly fee. As of June 2015,

there were over one million titles available in Kindle Unlimited, from publishers such as Algonquin Books, Allworth Press, Basic Books, Chronicle Books, Greenleaf Book Group, Houghton Mifflin Harcourt, HOW Books, Indiana University Press, Lerner Publishing Group, Lonely Planet, Mariner Books, North Light Books, Rodale, Inc., Skyhorse Publishing, Storey Publishing, Sussex Academic Press, Timber Press, and Workman Publishing Company.

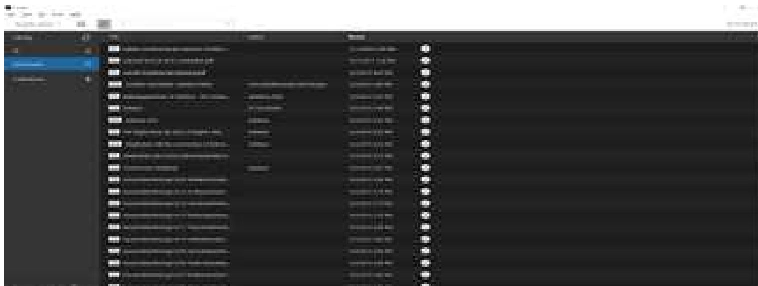
Application in Library

When you download the Kindle App on your library pc, while competing some procedure the following symbol of kindle shows on your personal computer.

Manage your account

Your orders

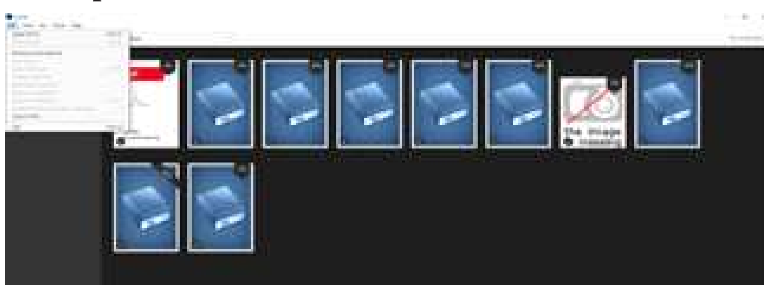
List view Kindle



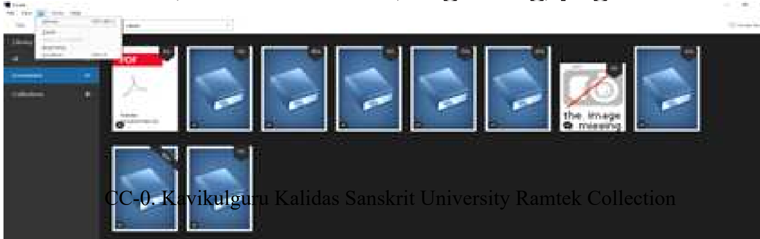
Title view Kindle



File import PDF



Go to: Cover, table of content, beginning, page or location



Suggest new releases



Conclusion

The 'Kindle App' developed by Amazons is useful for the building collection of the library. The LIS Professionals get advantages of this emerging technology in very few cost of books and other reading materials.It is a time saving device for the library. It will be useful for provide emergency services about unavailable books in the collection of library.

Suggestion

These practices should have to conduct in every library. Especially Librarians who are eager to develop their library with maximum collection of books but lack of required fund for purchase of books. Sometimes there is an unavailability of printed books which are required in library, we can fulfil that need through Kindle App.

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Chapter - 3

RESEARCH ORIENTED LIBRARY SERVICES

RESEARCH AND LIBRARY SERVICES

1. Introduction:

Research is the application of scientific methods, the search for knowledge and controlled enquiry directed towards the establishment of truth constant search and research are the guiding factors which helps to discover new findings. In the words of Slessinger and Stevenson (1930) social science research aims to extend, collect or verify knowledge whether that knowledge aids in construction of a theory or in practice of an art.

Choosing the research topic is the most valuable single decision that one has to make in doing the research. While choosing the topic the impotant factors needs to be considered as choice, motivation, regulation, expectation, time at the disposal, cost of research, availability of resources, needed for support and access issues[1].

This study evolved the various library services essential for any research activity. Indian society is known as one of the highest model to transmit the current knowledge in the world. This can be possible only because of research activity. Considering thrust of various research area, library services is one of the very

important factor.

2. Research Oriented Services (ROS):

ROS means the services which is provided as per the needs of the researcher. What is their topic of research on the basis of that reference librarian provides service to the user as per the needs of the researcher.

3. Thrust of Information:

Information is important resource. The progress of modern society depends or great deal upon the provision of right kind of information to the right form at the right time. The planners of national or regional or local plans need the information to able to plan properly.

Many of business firm should here information to be able to take right level of decision. A businessman might need information to set up new business or to improve upon his existing business. A specialist might need information to keep himself up-to-date and well informed in his field of specialists. All there shows the value of information.

If the information is valuable, it must be put to proper use that is it must be provided to the right kind of people, those who need it, another to serve them efficiently, we must ascertain the needs of researchers to provide information.

4. Ascertaining information needs of the researcher

Determining the needs of researcher means knowing what their requirement for information. In order to determine their requirements, it is essential to know the following.

What

Who are they?

What is their background? (What are their qualification, knowledge of languages , areas of research and specialization)

For what purpose, do they use the library?

How and from where do they get information?

How successful are they in using the library as well as in setting information?

What do they feel about the existing reference services.

Why

If the information is an important resource then suitable means must be made available so that right kind of information or documents reaches the right person at right time.

The reference service or information service exists for the sale of user. It aims to provide documents or information itself or assist them in some other way to enable them to use the library resources as the case may be. Therefore it becomes essential to know about the requirements for information.

How

There are various of methods which can be used for determining the users needs for information. Each has strong as well as weak points. However taken to set these can give better idea about the needs of the users[2].

The following methods may be used for ascertaining the information for users needs.

i) Questionnaire method

ii) Interview method

iii) Analysis of question asked and questions which could not be answered by the reference desk.

iv) Examination of courses of study, research projects etc. being pursued by the user depending upon their relevance.

v) Personal examinee of the reference libraries.

5. Ways to provide the services:

Two kinds of services may be provided to disseminate information. These are enumerated below.

a) Those services where are directed towards individuals or groups of users. There may include circulation of materials in anticipation to individuals. Keeping in view their interests, routing of periodicals and Selective Dissemination of Information (SDI) communication of information to individual through conversation or via telephone.

b) These services whichever directed towards all users of the services. These may include accession lists, bibliographies indexing and abstracting services bibliographic surveys, literature surveys etc.

c) For dissemination information, an information officer (or reference librarian) examines every new document received in the library. The documentary work are a pamphlet or an article in a periodical or any thing else. Then he decides whether or not a given document is related to the work of every member of the organization being served by him. In case, it is brought to the attention of the concerned users at once. This may done through informal conversation or telephone call or message sent to the concerned user to call at the information desk or the document or relevant information is sent to the user at his office[3]

6. Current Awareness Services

Dissemination of information that will keep its users well and up-to-date in their fields of the basic interest as well as the related subject is called current awareness services. This is one of the most important functions of any information service. Current awareness service involves review of publication immediately upon

receipt selecting information pertaining to the programme of the organization served and note individual item to be brought to the attention by the mean or another of those person to whose work they are related. Publications to be reviewed may connect of books. Perio-dicals, reports, patents, announcements, of different kinds. After selection of particular information, systematic record is made significant references. In some of the documentation/ information centers, these records are accumulated to be issued as bulletin or periodical basis.

i) Routing of periodicals:

Routing of periodicals is an important means of dissemination of information. In special libraries information centers/documentation centers, very often found volumes of periodicals are circulated but the current issues are routed.

ii) Selective dissemination of information:

SDI is advanced kind of service directed towards individuals. This is highly personalized service. The basic concept of SDI consists of making of the information with the interests of client.

iii) Another important means of dissemination of information is to bring at various kinds of publications. These aim to bring to the notice of the users the activities and services of the information centre/library. These infor-mation about the developments and trends in literature and research. They may also contain the developments and research programme of the organization.

Some of publications, which can be brought, are described below :

a) Libraries also been issuing selective bibliographic depending upon the requirement of the users. These are extremely useful.

b) It may take the form of library bulletin.

c) Why cataloguers may be brought out in full or parts. Due to the availability of newer methods of printing. There is definite trends towards printing of library catalogues.

d) Annual reports for an another kind of publications. However there have limited value for dissemination of information.

e) Why guides can be brought out. A library guide provides details services, which the users ought to know. However, it does not contribute directly to dissemination of information.

7. **Indexing and Abstracting Services:**

Due to increase of available literature, an average scholar is usually unable to keep himself up-to-date with or sometimes even keep track of documents or information's in his field of specialization. Take periodical publications/there certain useful articles on different subjects and very often given information or current events too recent to be found in books. But the narration of articles appearing every year is so large that no specialist can possibly read all the articles of his interest. It is in this respect that indexing and abstracting services can play a very important role in keeping him well informed. There are organized services of information called secondary sources which refer to users to primary sources of information. The primary source like periodicals publications are difficult to use by themselves. Indexing and abstracting sources help in bringing information to the notice of those who need quickly and are extremely useful tools.

8. Other Essential Services:

Opening hours of majority of libraries coincided with class hours. It has been found that majority of the libraries were being opened for 6-7 hours a day. Working hours of libraries was an influencing factor on the use of resources and services. In majority

of the colleges, opening hours of libraries almost coincided with class timings, leaving students with little time to use libraries. Keeping in mind the problem of users it is suggested to open libraries from 8 a. m. to 5 p.m. Reading rooms of libraries could be opened for late night for hostlers.

Libraries of university and colleges under study have been far from the concepts of digital and virtual libraries. Libraries were providing the Internet service which included online searching facility is essential.

In addition to circulation, reference service was the only service provided by all the libraries. In majority of the libraries, there was absence of use of the Internet based tools and services. There seemed to be a lack of initiative on part of library staff to provide information in anticipation of demand.

There is a need to provide orientation to users in an effective method to make them familiar with resources and services of libraries. The users should be given training in information literacy. Librarians should clearly define and market the significance of library services in academic environment. It has been found that circulation and reference services were more prominent among users. During interaction with librarians it came to notice that many of them were not familiar with the concepts like CAS, SDI and Referral Service. The library staff needs to think out of the box.

Above than this to basic services, libraries should popularize advanced library services including IT based and strive to their maximum utilization. Librarians should create awareness among users about open sources of information to exploit the benefits of ICT's.

Regular user surveys should be conducted to ascertain the information needs of users, information use pattern, use of the resources and services of libraries and users satisfaction with these. It will facilitate librarians to identify the gaps and enable them to strengthen the resources and services were needed.

It is a long-term, arduous and very complicated task to develop the knowledge innovative culture (KIC) of libraries, which cannot be accomplished in an action. A lot of strategies can be adopted to develop KIC of libraries, which consists of establishing the environment beneficial to knowledge innovation, creating a learning culture, shaping knowledge-based team organization, improving trust and co-operation, enhancing human resource development and cultivating knowledge innovation talents. The main aim of this study is to identify the types of innovations predominant in the service sector and the degree of their innovativeness and how these types and degree of innovation relate to innovation performance and innovation management practices employed to use innovation. Knowledge Innovation culture and it's dependencies in libraries are discuss for knowledge creation, sharing, trust and cooperation.

8. Conclusion:

Research is very important part of every organization to show their academic development of the parent institutes. The library plays an important role in developing the academic status of the parent organizations where the research is going on. It is very necessary to provide the research oriented services to the users of the organizations. The librarian needs a direction from the institutes about the research project going on in the institutes as per this, the library and information centers provide the services to the users as per their needs.

Lastly, library has to take more initiative to transmit the knowledge in the interest of society who is having the capacity to develop themselves in the interest of nation and the world knowledge scenario. Further it is expect from the society that library professionals shall play a key role for the creation of Innovation centers in every organization.

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3. www.sarai.net Sarai is an India based online forum on media-related issues and practices
4. www.iitb.ernet.in; www.iitm.ac.in; www.iitd.ernet.in E-Journal facilities at the Indian Institutes of Technology in Mumbai, Chennai and Delhi.
5. www.insdoc.org INSDOC, Institution for Information System and Services runs a digital library under CSIR.
6. www.infolibrarian.com Database of digital libraries and related sites across the world.

7. http://coombs.anu.edu.au/WWWVL-AsianStudies.html Website of network of virtual libraries of the world
8. http://www.columbia.edu/cu/lweb/indiv/southasia/cuvl/ Columbia University's South Asia Resource Access on the Internet
9. http://sunsite.berkeley.edu/ The Berkeley Digital Library SunSITE provides information / support to digital library developers worldwide.

INNOVATIVE LIBRARY SERVICES

Introduction

In India, day by day increase in the technological services. It's highly impacted on the learned society, academicians, researchers, students and also layman as well as on the libraries and their services. Naturally technological changes adapted in the educational Institutes and also service providers of the society including Government of India and various types of libraries.

Library Services and facilities

The libraries are providing traditional services and facilities as well network base services are as following :

SERVISES

- ✓ Circulation Service
- ✓ Book Reservation Service
- ✓ Book Display New Arrivals
- ✓ Journal Display Service
- ✓ Reprographic Service
- ✓ Bibliographic
- ✓ Inter Library Loan Service
- ✓ Reference Service
- ✓ Information Services
- ✓ Referral Service
- ✓ Newspaper clipping Services
- ✓ UGC INFONET e-journal Consortium
- ✓ Plagiarism checkup
- ✓ Kindle books service

Source: (Services and Facilities of library, 2019)

FACILITIES

- ✓ Reading Room Facility
- ✓ Periodical Facility
- ✓ Newspaper Facility
- ✓ Audio Visual Facility
- ✓ Internet Facility
- ✓ Manuscript Resource Facility
- ✓ Departmental Lib. Facility
- ✓ Special collection of books
- ✓ Collection of books on NET, SET & JRF, Competitive Exams
- ✓ Special Collection on Govt. Rule & Regulations
- ✓ WebOPAC (Online Public Access Catalogue

Innovative work and services

Work of library

Following of work has been doing form last five years, which is helping in improvement for the NAAC purpose in the library as well as ready to lend a hand for providing library services.

1. Start Diploma in Library & Information Science from 2015
2. MOU with INFLIBNET for Shodh-Ganga (Thesis database)
3. MOU with UGC Info net E Shodh Sindhu Consortium
4. MOU With NMM for Digitization of Manuscripts
5. Institutional Membership of NDL(National Digital Library)
6. Work of Manuscripts Resource Centre(Manuscripts Collect , Utilization of NMM Funds for MRC)
7. Indoor and outdoor book/Manuscripts display/ training programmes
8. Start Competitive guidance center
9. Work of Publication section (Books, Journal, Newsletter)

Innovative Services and Facilities

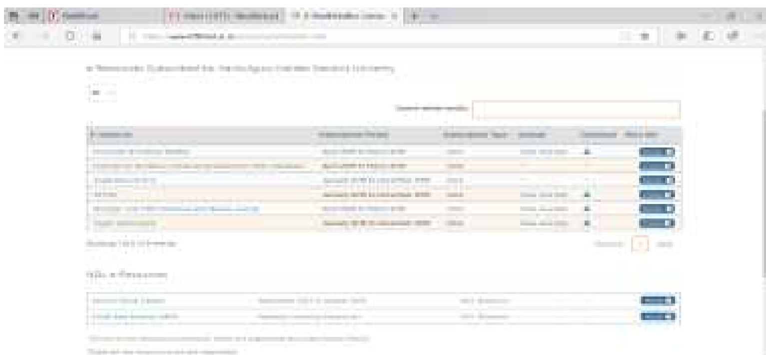
Providing following innovative services to the users according to the user's requirement with the help of computerization as well as the network oriented functions.

1. Smart Library membership Cards
2. Bar-coding of all Books
3. Computerized issue /return of books
4. Kindle books service (Kindle App)
5. Digital Display Board (I Display)
6. Electronics CD Storage Applications
7. Create database in Soul and Koha Library Software

8. D Space Software for Kalidas Repository
9. Newspaper Clippings service
10. Web OPAC (Online Public Access Catalogue)
11. Services through website https://ndl.iitkgp.ac.in/



* Free e resources (Open access) (Kavikulaguru Kalidas Sanskrit University Library, 2019)



* E-journals (e-Resources Subscribed for Kavikulguru Kalidas Sanskrit Univerity, 2019)

12. Internet Facility
13. Departmental Lib. Facility
14. Redesigned Library Membership Pattern

15. Updating and maintaining library website
16. Developed Manuscript Resources (Collection)
17. Developed Collection of Question paper and Syllabus online
18. Developed Collection of books on NET, SET & JRF, Competitive Exams
19. Developed Audio Visual Collection for persons of disabilities
20. Developed Special collection of books
21. Developed Special Collection on Govt. Rule & Regulations
22. Books against Deposit Scheme
23. Xerox Facility
24. Audio Book Reader And Recorder service (ABRAR)\

Programmes for Innovations

1. Lecture Series on research methodology (on the occasion of ‘library week)
2. Ranganathan Jayanti Celebration every years
3. Manuscripts Awareness Programme
4. INFLIBNET Regional Training programme for Library Automation (IRTPLA) 5 days workshop
5. Vachan Prerna Din programme every year
6. Marathi Din/ PandharwadaProgramme /Marathi Easy Competition every years.
7. J gate Awareness programme
8. Library Orientation programmes every years
9. World E book Library Webinar arranged
10. Book Display Subject wise every year.
11. DLISc Student internship programme
12. Earn while learn programme

Innovative Participations

1. Prticipation in Bharatwani
2. Participations in Internet Archives
3. Participation in Vidyan Database of Inflibnet and others etc.

Discussion

An innovative service of the library is not only element to developed library but also its cover the work related to development as well as programmes related to user development are the important factors. In the library system, step by step all factors should be develops time to time and run for the users groups. Computerizations of library, development of repository, databases, Digitization, networking, websites and free internet services etc. are the simultaneously developed by the librarian and maintenance of that all factors are very important.

Results

* Library is one of the hubs of Sanskrit information system.
* Now a day the library is going to developmental stage and electronic, digital and network oriented services are available in the library.
* Some of innovative services are Digital Notice Board (I Display), ABRAR(Audio Book Reader and Recorder)for a persons of disabilities and Electronic CD storage and database are the advance services of the library system.
* Multiples nature of programmes arranged by the library which is useful for the users of the library like Earn and Learn Scheme, DLISc Student internship programme, World E book Library Webinar etc.

Chapter - 4

USER EDUCATION AND INFORMATION LITERACY

USER EDUCATION AND INFORMATION LITERACY

Introduction

Education is a long life process, there is no end or finished at any level. The users are illiterates about library activities. They should have some sought of user education or information literacy programme on how to use library resources and services. Because day to day the collection of library and information centers resources are extremely complicated. The user must need guidance, instruction, and initiation, education as well as assistance.

User education

According to Shahi "It is a process of activities involved in making the users of the library conscious about the tremendous value of information in day to day life to develop interest among the users to seek information as and when they require". (kumar B Ravi, 2009)

Information Literacy

The United States National Forum on Information Literacy defines information literacy as "... the ability to know when there is a need for information, to be able to identify, locate, evaluate,

and effectively use that information for the issue or problem at hand." (information literacy)

Methods of User Education

Following of the various teaching methods for user education/ information literacy.

Teaching Methods	Type of Instructions
* Lecture * Seminars/ Tutorials * Demonstrations * Guided tour	Group Instructions
* Film * Videotape * Tape/ Slides * Audio Tape	Group and Individual Instructions
* Book, Printed guide (Micro media) * Practical Exercise * Programme Instruction * Self-Individual Materials (Tour, Signs etc.) * Individual help	Individual Instructions

Relationship and concepts

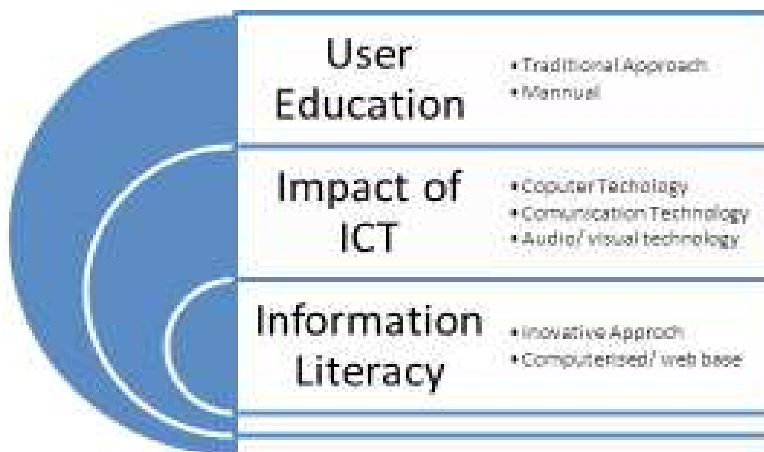
Relationship and Concepts the phrases" user education," "bibliographic instruction," "library instruction," and "information literacy" were occurred numerous times in announcements for presentations, conferences, and online training opportunities. (Leslie, 2000) It is all the component of the user education programme. There is no demarcation line in between user education and Information literacy. In order to consider the relationship between user education and information literacy, the two concepts must be well under-stood.

Table 1: Conceptual Relationship in User education and Information Literacy

Description	User education	Information literacy	Comments
Terminology	old	new	There is a significant relationship between user education and information literacy. That is, training users using programs such as Lecture method; Seminar, tutorials, Guided tour, Audiovisual method, Computer-aided programmed instruction, Individual instruction at the Reference desk, Course-related instruction, Web-based instruction, etc. to improve their information literacy skills thereby making them information literate (Leslie, 2000)
presentation	manual	Manual / computerized	
Approach	Traditional	Non traditional	
Aims and objectives	Making able to users to find out where Information is located	To make aware of the different information holding agencies.	
Methods	i)Lecture method ii) Advertising: (Paper, Journal, Posters, Pamphlets). If itis limited to a particular small geographical area.	Audio/visual/online/computerized/with the help of software etc.	
	iii) The workshop: About the CD-ROM, online services (Then gives hands-on practice-workshop).	In caseof on-line and data-base then it requires very wide advertisement through papers, journals etc. Webinar/online seminars	
	iv) Brochures: It is brought out by each and every	It may contain history, use benefits, comparison purchases, addressee in brochures and leaves.	
	v) Newsletters.	Online newsletters	
	vi) Demonstration method.	Using through connecting software remote desktop and access like team viewer, Aro admin etc.	
	vii) Book exhibition.	Online display cover and reviews	
	viii) Display of new arrivals.	List of new arrivals or cover page of books display online on website	
	ix) Mass media	Internet / website / webpage	

It should be illustrious, however, that the concept of User Education and its methods has been discussed extensively above. Therefore, the concept of information literacy will be discussed before considering the relationship between the two terms.

Figure 1: Impact of ICT



Information and Communication Technology (ICT) is the biggest achievement in this evolution of mankind. (Haneefa & Shukkoor, C. K ., 2010)Information technology is any system designed to gather, process or distribute information. It also involves the science and skills of all aspects of computing data, storage, and communication. Information Communication Technology is a combination of tools and procedures that facilitate the generation, acquisition, storage organization, searching, retrieval and transmission of information. ICT is now playing a major role in the management of information. By the application of it, the modern technological developments are being exploited to record, process, store, transfer and retrieve information. The library is now operating in an environment in which innovative use of information technology had come to stay.

In the late 20th and early 21st century, as digital materials

became available, bringing a need for IT support for library patrons, libraries moved beyond library-as-repository to become centers supporting teaching and learning. This trend included creating classrooms in the library for library instruction, adding collaborative learning areas, study rooms, cafes, and student-centered spaces encouraging learning. (Susan, 2014)

Challenges

For the library, several systems have been developed for their various house-keeping chores and more are still being refined. The use of technology is increasing and it is now possible to deliver training to a widely dispersed audience. Almost all the operations in a library can be computerized to achieve more efficient functioning. With this development, librarians then became educators in a globalized learning environment.

This development poses some challenges to academic librarians. Some librarians suffer from either computer illiteracy or information illiteracy or both. Some have refused to take the interest for making efforts to obtain training in both computer literacy and information literacy.

Skills required for given that Information literacy

Academic librarians are expected to possess the following basic skills.

i) *Critical thinking, problem-solving, and information skills.*

ii) *Library and Information Skills:* This is the ability to locate, evaluate and use needed information effectively which forms the basis for lifelong learning.

iii) *Computer Literacy Skills:* This involves understanding and operating the computer. The basic skills include teaching users how to retrieve information from the net, communicate effectively using computer hardware and software.

iv) *Network Literacy Skills:* This is higher than technical and computer literacy skills. It includes networking skills,

general internet skills, desktop publishing skills, content development and digitization skill, web-based services and virtual learning skills.

v) *Use of Software/Operating Systems:* Librarians should be able to operate the available software's that will make information available and accessible on the net. (Onhwakpor, 2013)

vi) Digital Library skills.

Role of librarians

Now it is the duty of librarians to do efforts for creating an environment for institutional available resources as well as open access resources and make aware to the academic community to maximize the usage of these resources available either in Institutional repositories or other ways.The role of a librarian as a leader, teacher, and information manager whatever, there is a role as teacher is important in the user education system for collaboration with the Faculties.

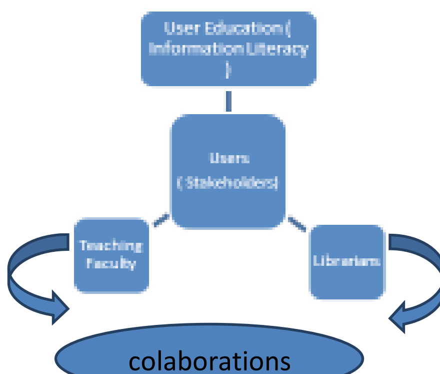


Figure 2 : Collaboration with faculty

Librarians should have maintain relation with the faculties for planning of user education and detatmine the gole for providing

information literacy programme, level of programmme, area of litaracy etc.

Conclusions

On the basis of above discussion the observations, conclusions and suggestions are as follows :

- User education is the broader term for information literacy which is slowly transferred with the involvement of IT infrastructures.
- User education results in information literacy. That is, the training in which users received through user educa-tion results in their information literacy. Therefore, user education is a means of making library users information literate.
- The relationship between user education and information literacy is considerable.
- That is, methods of user education such as formal and informal methods like Lecture method; Seminar, tutorials, Guided tour, Audiovisual method, Computer-aided programmed instruction, Individual instruction or group instruction, Course-related instruction, Web-based instruction, etc. to improve their information literacy skills thereby making user's information literate.
- Programming and planning of user education programme are very important, particularly in academic and research libraries. It needs a careful planning.
- Rapid changes in education/instruction methods and the resulting trend towards a wider use of multi-media/online learning resources extending from the instruction, press cutting, slide-tapes, computer literacy to web literacy base programme for information literacy. Such format has added new dimensions to the providing information literacy in all types of institutions.

- With the advent of electronic, digitalization and virtualizations of libraries, librarians should possess the basic skills to function effectively in the age of new technology.

FUTURE SYLLABUS FOR INFORMATION LITERACY

Introduction

Education is a long life process, there is no end or finished at any level. The users are illiterates about library activities. They should have some sought of user education or informa-tion literacy programme on how to use library resources and services. Because day to day the collection of library and information centres resources are extremely complicated. The user must need guidance, instruction, and initiation, education as well as assistance.

Relation and Concepts the phrases “user education,” “bibliographic instruction,” “library instruction,” and “infor-mation literacy” were occurred numerous times in announce-ments for presentations, conferences, and online training opportunities. (Leslie, 2000) It is all are the component of the user education programme. There is no demarcation line in between user education and Information literacy. In order to consider the relationship between user education and informa-tion literacy, the two concepts must be well understood.

User education

According to Shahi “It is a process of activities involved in making the users of the library conscious about the tremendous value of information in day to day life to develop interest among the users to seek information as and when they require”. (kumar B Ravi, 2009)

Information Literacy

The United States National Forum on Information Literacy defines information literacy as “... the ability to know when there is a need for information, to be able to identify, locate, evaluate,

and effectively use that information for the issue or problem at hand." (https://en.wikipedia.org/wiki/Information_literacy)

There is a significant relationship between user education and information literacy. A demand for user education programme in our country has been emphasized during the last two decades.

User education is important because all the activities of the library, i.e. preparation of catalogue, bibliographies, indexes, abstracts, CAS, SDI, etc would be rendered useless if the very people do not know how to use these activities which are meant for them. (Laloo, 2002)

"Users should expect timely access to quality informa-tion. This information must be accurate,relevant, comprehensive, and engaging. This can be done successfully by incorporating end-user education and training components, in the academic libraries developing continuing professional education and training programs for the library and informa-tion professionals as well as the end-users will have to develop learning attitude and network related competence to us by the information and communication technologies" (Chalukya, 2015)

Issue of Information Literacy

In the late 20th and early 21st century, as digital materials became available, bringing a need for IT support for library patrons, libraries moved beyond library-as-repository to become centres supporting teaching and learning. This trend included creating classrooms in the library for library instruction, adding collaborative learning areas, study rooms, cafes, and student-centred spaces encouraging learning.

In the year 1997 a prominent author also comments that "During recent years, there has been a growing emphasis on the educational role of the academic library. Many libraries have developed the course of information literacy." (Fjällbrant, 1997) Now it is the need of the hour to planning and design the IL

course as per the graduate and post graduate as well as research level.

Some initiative for Information Literacy

In Maharashtra University and College Librarian Association have been taken some initiative for implemen-tation of information literacy in the university syllabus in 2015. According to Maharastra Govt. Dept. of Higher and technical education Letter क्र. सकाणं २०१५/प्र.क्र.३५/रविशि-३ dated 02 July 2015 circulated to all Registrars of Maharashtra Universities to take required suitable action and inform to MUCLA. (Joshi, 2015) The association has been active for implementation of Information Literacy in University level, for that purpose common syllabus should be ready for the guideline to authorities, who will frame syllabus.

Planning of Information Literacy programme

There are three components of information literacy like user education namely library orientation, it should be the basic level of graduate students.Biographic instruction means the introduction to the user of the information resources available in particular subject disciplines and the techniques of making use of those resources. It should be after the orientation that is for II year students. Both, orientation and bibliographic instruction are not able to take adequate care of the needs of research workers. Therefore interest profiling is an important and last component of information Literacy programme for solving research problems. It should be optional to the research students but mandatory to the library teachers to guide them on the individual level.

The conceptual planning and topic have been covered in the following table for the common syllabus of information literacy implementation in the educational system.

Level of students	**Syllabus**	**Methods of instruction**	**Type of Instruction**
Graduate I year	**Library Orientation :** - Library Timing : Opening/Closing time/Issue return timing, holidays, reading room timing etc. - Location & layout of library: location of different section/service unit like computer section, knowledge resource center, Journals section, audio visual section, Receptions, CD/DVD section etc. - Staff : Name, Designation, contact number, Nature of work etc. - Rules and regulations : User, User categories, Loanperiod, borrowing privilege, overdue charges, material reservation system, recall material, the book lost price recover system etc. - Working Procedure : borrowing procedure, filling of a registration form, reservation slip filing etc. - Library Services Facilities : Introductory information about various services and facilities like reading room, brail reader, kindle book facility, CAS, SDI etc. - Reprographic services: Photocopying Facilities, Xeroxing, scanning, and all duplicating tools. - Inquiry : issue/return, stack room, phone numbers, and other related information. - Classification : A broad instruction - Cataloguing : Location, Use, Function etc. - Self Arrangement and special collections	- Lecture method - Guidence tour Demonstration	- Group Instruction

	- Search strategies : book, journals, (current and back volumes) - Search, Use and importance : Reference book/tools, Internet, e-journals, e-books, E-resources, Databases, OPAC, networks etc. - Library tours /Awareness programme		
Graduate II year	**Bibliographic/subject oriented Instruction** - Concept of information - General Literature Search Steps - Location of text Book & Monograph - Use of subject dictionaries & Encyclopedias - Subject Classification scheme, use of classified catalogue. Online catalogue (OPAC), Boolean searching - Interlibrary loan (Document delivery system) - Website evaluation - Subject Bibliographies	Individual help PPT Practical Programme Instructions	Group and Individual Instruction
Graduate III year	- Use of Guidebooks for subject literature - Awareness for j-gate, e-shodh-sindhu, N-list etc. - Identification & use of subject periodicals,periodical databases - Subject databases, serial publications, conference publications reports & Government publications - patents &Standards specifications - Reference sources : Secondary information sources such as dictionary, indexing &Abstracting periodicals - Use of Microforms, Databases - Use of computerized information retrieval - Preparing Bibliography on a given topic		
Post Graduate Level I	**Literature search Training** - Selecting & defining search topic - Writing a research paper - Preparing a report on a topic - Book reviews		Group and Individual Instruction

	- Print indexes - Importance of literature search - Use of thesaurus - Tracing: Book, journals, bibliographies, abstracting & indexing, periodicals, theses & Dissertations etc. - Use of indexing & abstracting journals		
Post Graduate II year	- Citing reference & recording reference - Obtaining: - Citrated material - Sorting information - Writing dissertations (styling & formatting) - Documenting sources use - Evaluation of preparing abstract & indexes - Using literature guide on various subject		
Research Level PhD/M.phil	**Interest profiling** - Research Methodology (Basic) - Research topics, Research strategy - Web searching, Popular vs. Scholarly articles - **Awareness about Thesis Database, Shodhganga, Shodh Gangotri, Vidyanidhi etc.** - How information is produced, Statistics methods, testing of hypothesis, objective formulation etc. - Plagiarism, Copyright, Censorship - Writing theses (styling & formating) - Style manual, Research ethics etc.	Individual help	Individual Instruction

Some Questions

Questions arriving in an implementation of above syllabus that are ……Should IL on PG level? Yes, because university itself have not graduate level courses. Should it on research level? Yes, because all research-level syllabus is in the course of MLISC and it is the duty of librarian to provide information regarding how to do research, plagiarism, copyright and research ethics etc.

Conclusion and suggestions

- Information literacy is a continuous programme, it should be offered at the different level from the Graduate to university level.
- The Information Literacy programme should be comprised of three or four stages depending upon the level of users. I.e. Library orientation, Bibliographic / subject oriented Instruction, Literature search Training, Interest profiling etc.
- The proposed syllabus is interchangeable according to a situation and available resources, infrastructure, services in the concerned library and Information Centreas well as a concerned university.
- All the librarians and authorities of BOS, university authorities, as well as library associations, should have taken initiative to implement Information Literacy in the university syllabus.
- Due to Information literacy program, all students will connect with the library and librarian, it will help to develop the reading culture. It helps to become education is library oriented, students become well information literate. Ultimately the use of library will be increased then it helps to improve the level of research.

Chapter - 5

E–RESOURCES AND ACTIVITIES

E-Resourses ई–संसाधने

Introduction

In the techonological era, so many publishing companies, publishers and educational institutions like Universities, INFLIBNET, Indian Institute of Science, R & D Institutes etc. are publishing e resources. E-resources are getting used by the other colleges and universities as well as research instituts for the benefit of their users.

21 व्या शतकातील माहीती तंत्रज्ञानाचा वाढता वापर लक्षात घेता. आज मानवी जीवनाच्या सर्वच क्षेत्रावर त्यांनी आपला ठसा उमटविला आहे. त्याला ग्रंथालय देखिल अपवाद नाही. आज ग्रंथालयात पुस्तकीय माहिती साधनांसोबतच ई–माहिती साधनांचा संग्रह केला जात आहे. आज ई–प्रकाशनांकडे प्रकाशकांचा वाढता कल लक्षात घेता आज डिजीटल माहिती निर्मीतीचा वेग वाढलेला दिसुन येत आहे. थोडक्यात आज इंटरनेटवर माहिती एवढया जलद गतीने निर्माण होत आहे जणु डिजीटल माहितीचा पुर आला आहे असे वाटते. उदा. आपन गुगल सर्चवर Digital Library असा शब्द टाईप केला तर लाखो साईट आपणास दिसुन येतील, आाणी या विविध माहिती मधुन आपणास हवी असणारी माहितीचा शोध घेणे अवघड जाते. म्हणुन आज आापणास

असे वाटते की या माहीती तंत्रज्ञान युगात ई–माहिती साधनांचा स्फोट झाला आहे. म्हणुन या विविध माहिती मधुन आपणास हवी असणारी नेमकी माहिती शोधणे अवघड कार्य बनले आहे. किंवा ही समस्या निर्माण झाली आहे. म्हणुन या समस्येवर मात करण्यासाठी आज नविन तंत्रज्ञानाचा उदय झाला आहे व ते तंत्रज्ञान म्हणजे **पोर्टल** होय. म्हणुन वेब पोर्टलची संकल्पना स्पष्ट करून **जे–स्टोर** या वेब पोर्टलवर उपलब्ध सामाजीकशास्त्र विद्याशाखा अंतर्गत ई–संसाधनाचा आढावा घेण्यात आला आहे.

वेब पोर्टल

डिजीटल माहितीच्या या महासागरातुन तसेच Digital Library मध्ये उपलब्ध सर्व डिजीटल माहिती स्त्रोतांना एकत्रीत स्वरूपात पाहता येणारी कींवा शोध सुविधा उपलब्ध करून देणारी पध्दती म्हणजे वेब पोर्टल होय. डॉ. द. ना. फडके आपल्या **ग्रंथालय संगणकीकरण व आधुनिकीकरण** या पुस्तकात वेब पोर्टलचे वर्णन करतांना म्हणतात ”पोर्टल हा माहितीच्या एका टोकापासुन दुसऱ्या टोकाकडे जवळच्या मार्गाने घेवुन जाणारा दुवा तसेच हा सामान्य नसुन माहितीची उपलब्धता दर्जात्मक पध्दतीने करण्यास उपयोगी पडणारा दुत आहे.“

रॉवलेच्या मते, ”पोर्टल ही अशी एक वेबसाईट, की ज्यामध्ये इंटरनेट माध्यम वापरून दर्जात्मक माहिती सेवा उपलब्ध करून, उदा. डिरेक्टरी शोध व नविन माहिती व शेवटी संबधीत वेबसाईटकडे निर्देष करते.“ (फडके, 2007)

मायकल लोनी आणि पिटर लेमन यांच्या मते, ”पोर्टल पुष्कळ प्रकारची माहिती एका वेबपेजच्या वन स्टॉप मध्ये जमा करणे व्यक्तीला योग्य मार्ग दाखविण्यास मदत करते.“ (जोशी व बाहेती, 2007)

वरील व्याख्याचा आधार घेऊन आपणास असे म्हणता येईल की आपणास हव्या असणाऱ्या माहितीचा शोध घेउन संबधित माहिती पर्यंत नेऊन सोडणारा पोर्टल एक दिपस्तंभ आहे.

There are two types of E resources. Some of e resourses are available on portals as following :

1. Full text E resources

2. Databese

Some of the examples of full text and databases

1) Full text E resources

- J_STOR (https://www.jstor.org/)
- Taylor and Francies (https://www.tandfonline.com/)
- MathSciNet (https://mathscinet.ams.org/mathscinet)
- Springer Link (https://link.springer.com/)
- ACM Digilal Library (https://dl.acm.org/)
- American Chemical Society (https://aip.scitation.org/)
- ASME Journals (http://asmedigitalcollection.asme.org/)

2) Databases

- Jgate Plus JCCC (https://jgateplus.com/search/)
- ISID (http://isid.org.in/)

Like this so many databases and full text e resourses are available on various portals. Now we explain the details of J -Stor one of the full text e-resourse.

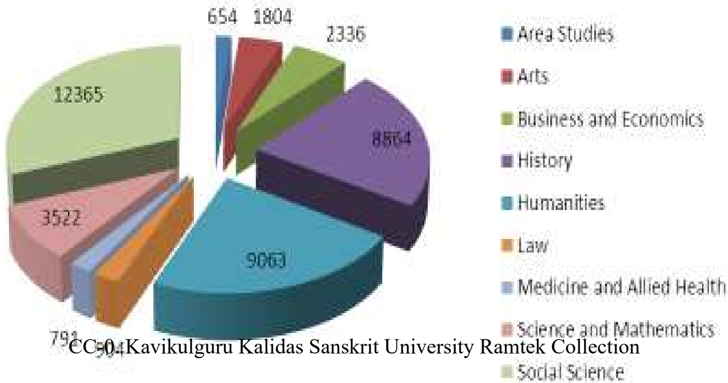
J_STOR (जे–स्टॉर पोर्टल)

जे–स्टॉर हे वेब पोर्टल Not for profit पध्दतीने काम करणारे असुन त्याचा उद्देश माहिती तंत्रज्ञानाचा फायदा शैक्षणिक संस्थाना करून देणे हा आहे. या पोर्टलवर ई–नियतकालीकांचे पुर्विचे खंड उपलब्ध करून देण्याचे महत्वपुर्ण काम करीत आहे. या पोर्टलवरील माहितीचा उपयोग करण्यासाठी पासवर्ड व युजर आयडीचा आवश्यकता भासत नाही. तसेच या सुविधाचा उपयोग करण्यासाठी स्थळ, काळ याचे बंधन लागत नाही. या पोर्टल वरील माहीती वाचण्यासोबतच प्रींट काढण्याची सुविधा देखिल उपलब्ध आहे. आज नियतकालीकांच्या वाढत्या वर्गणी व अपुरा निधी यंचा मेळ घालणे ग्रंथालयांना कठीण असे कार्य आहे. मात्र आज**द जे–स्टॉर हे वेब पोर्टल** मूळे शक्य होत आहे. **जे–स्टॉर हे वेब पोर्टल N-LIST** या संकेतस्थळावर देखिल उपलब्ध आहे. आज मितीस या पोर्टलवर 40303 प्रलेख उपलब्ध असुन त्यात विविध ज्ञान शाखांचा समावेष आहे.

जे–स्टॉर हे वेब पोर्टलवरील उपलब्ध विद्याशाखेनिहाय माहीती साधने

अनु.क्र.	विषय	प्रलेख संख्या	टक्केवारी
01	Area Studies	654	1.62
02	Arts	1804	4.48
03	Business and Economics	2336	5.80
04	History	8864	21.99
05	Humanities	9063	22.49
06	Law	904	2.24
07	Medicine and Allied Health	791	1.96
08	Science and Mathematics	3522	8.74
09	Social Science	12365	30.68
	Total	**40303**	**100**

वरील तक्त्याचे अवलोकन केले असता असे दिसून येते की, जे–स्टॉर या वेब पोर्टलवर उपलब्ध ई–संसाधनामध्ये सर्वात जास्त सामाजीक शास्त्रे या विद्याशाखेअंतर्गत माहीती साधने आहे. त्याचे टक्केवारी प्रमाण 30.68 इतके असुन इतिहास 21.99, मानव्यविद्या 22. 49 टक्के तर सर्वात कमी Area Studies 1.67 टक्के असा आहे. थोडक्यात या वेब पोर्टलवर ज्ञानविश्वातील सर्व विद्याशाखेचा समावेश आहे.

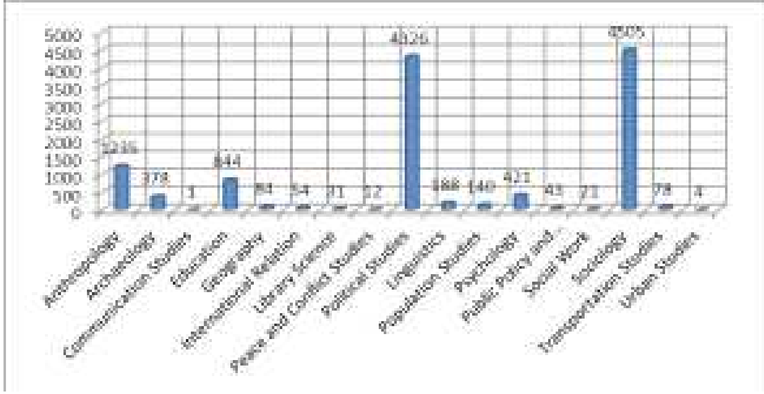


सामाजीकशास्त्र विद्याशाखेअंतर्गत विविध विषयावर उपलब्ध ई–माहीती साधने

अनु. क्र.	विषय	प्रलेख संख्या	टक्केवारी
1	Anthropology	1235	9.99
2	Archaeology	378	3.01
3	Communication Studies	01	0.008
4	Education	844	6.82
5	Geography	84	0.66
6	International Relation	54	0.44
7	Library Science	31	0.24
8	Peace and Conflict Studies	12	0.09
9	Political Studies	4326	34.12
10	Linguistics	188	1.50
11	Population Studies	140	1.08
12	Psychology	421	3.48
13	Public Policy and Administration	43	0.35
14	Social Work	21	0.17
15	Sociology	4505	36.43
16	Transportation Studies	78	0.63
17	Urban Studies	04	0.32
	Total	**12365**	**100**

वरील तक्त्याचे अवलोकन केले असता असे दिसून येते की सामाजीकशास्त्र विद्याशाखेअंतर्गत विविध विषयावर उपलब्ध ई–माहीती साधनांमध्ये सर्वात जास्त प्रलेख हे समाजशास्त्र या विषया संबंधित असुन त्याचे टक्केवारी प्रमाण 36.43 आहे. तर सर्वात कमी Communication Studies या विषयावर आहे. त्याचे टक्केवारी प्रमाण 0.008 इतके आहे.

थोडक्यात जे–स्टॉर या वेब पोर्टलवर सामाजिकशास्त्र या विद्याशाखेअंतर्गत असणाऱ्या सर्व विषयांचे प्रलेख आढळुन येतात.



सामाजीकशास्त्र विद्याशाखेअंतर्गत ग्रंथालयशास्त्र या विषयावर उपलब्ध ई–माहीती साधने

अनु. क्र.	ई–माहीती साधनाचे प्रकार	प्रलेख संख्या	टक्केवारी
1	E-Book	10	32.26
2	E-journal	21	67.74
3	Pamlets	Nil	Nil
	Total	**31**	**100**

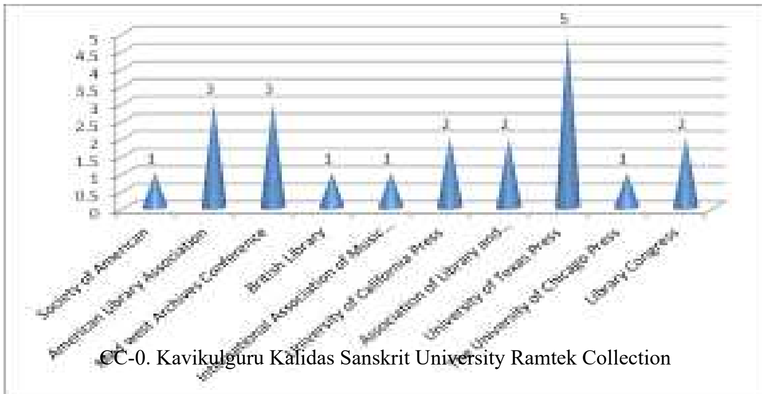
प्रस्तुत तक्त्यांचे अवलोकन केले असता असे दिसुन येते की, सामाजीकशास्त्र विद्याशाखेअंतर्गत ग्रंथालयशास्त्र या विषयावर उपलब्ध ई–माहीती साधनाचे स्वरूपानुसार वर्गीकरण केले असता नियतकालीके 67.74 टक्के आहे तर ई–पुस्तकांचे प्रमाण 32.26 टक्के आहे.

ग्रंथालयशास्त्र या विषयावर उपलब्ध ई–नियतकालीकांची प्रकाशन संस्थानुसार संख्या

अनु. क्र.	प्रकाशन संस्था	प्रलेख संख्या	टक्केवारी
1	Society of American	01	4.76
2	American Library Association	03	14.28
3	Med west Archives Conference	03	14.28
4	British Library	01	4.76

अनु. क्र.	प्रकाशन संस्था	प्रलेख संख्या	टक्केवारी
5	International Association of Music libraries, Archives and Documentation Centre(IAML)	01	4.76
6	University of California Press	02	9.52
7	Association of Library and Information Science education (ALISE)	02	9.52
8	University of Texas Press	05	23.81
9	The University of Chicago Press	01	4.76
10	Library Congress	02	9.52
	Total	**21**	**100**

वरील तक्ता क्र.4 मध्ये जे–स्टॉर या वेब पोर्टलवर उपलब्ध नियतकालीकांचे प्रकाशन संस्थानुसार वर्गीकरण केले असुन त्यामध्ये सर्वात जास्त University of Texas Press या प्रकाशन संस्थेने प्रकाशीत केलेल्या नियतकालीकांचा समावेश असुन त्याचे टक्केवारी प्रमाण 23. 81 इतके आहे. तर 14.28 टक्के American Library Association & Med west Archives Conference या संस्थेने प्रकाशीत केलेल्या नियतकालीकांचा समावेश आहे.



ग्रंथालयशास्त्र या विषयावर उपलब्ध ई–पुस्तकांची प्रकाशन संस्थानुसार संख्या

अनु. क्र.	प्रकाशन संस्था	प्रलेख संख्या	टक्केवारी
1	The MIT Press	06	60
2	University of Toronto Press	01	10
3	Princeton University Press	02	20
4	University of Lllinois Press	01	10

वरील तक्त्यांचे निरीक्षण केले असता असे दिसुन येते की सर्वात जास्त 60 टक्के The MIT Press या प्रकाशन संस्थेने प्रकाषित केलेल्या पुस्तकांचा समावेष आहे.तर 10 टक्के University of Toronto Press & University of Lllinois Press या प्रकाशन संस्थेने प्रकाशित केलेले पुस्तके आहे. तसेच 20 टक्के पुस्तके हे Princeton University Press या प्रकाशन संस्थेने प्रकाशित केलेले पुस्तके आहे

वेब पोर्टल हे खऱ्या अर्थाने माहिती शोधणाऱ्या वाचकांना दीपस्तंभाची भुमिका पार पाडतांना दिसून येते. प्रस्तुत संशोधनाच्या उद्देषाची पुर्तीसाठी संकलीत माहितीचे विश्लेषन करून पुढिल निष्कर्ष मांडले आहे.

✓ जे– स्टॉर या वेब पोर्टलवर ज्ञान विश्वातील संपुर्ण विषयांचा समावेश करण्यात आला आहे.

✓ जे – स्टॉर या वेब पोर्टलवर 30.68 टक्के प्रलेख हे सामाजीकशास्त्र विद्याशाखेअंतर्गत विविध विषयांचे आहे.
समाजशास्त्र या विषयासंबंधित प्रलेखांचे टक्केवारी प्रमाण 36.43 आहे.

✓ ग्रंथालयशास्त्र या विषयावर उपलब्ध ई–माहीती साधनांचे टक्केवारी प्रमाण 0.24 आहे.

✓ जे–स्टॉर या वेब पोर्टलवर नियतकालीकांचे 1930 पासुन 2010 पर्यंतचे अंक देखील उपलब्ध आहे.

थोडक्यात जे–स्टॉर हे वेब पोर्टल वाचकांना व संशोधकांना

नेमकी व परीपुर्ण माहिती मिळवुन देणारे प्रगत सर्च इंजीन आहे. की जे बाहय माहितीस्त्रोताशी जोडणी करून देते.

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3. www.jstor.org [Retrieved Aug. 26.2019]
4. http:/nlist.inflibnet.ac.in [Retrieved Aug. 26.2019]

ONLINE LIBRARY USER FEEDBACK FORM
(ग्रंथालय ऑनलाईनउपभोक्ता प्रतिसाद)

प्रस्तावना

अनेक प्रकारच्या सेवा ग्रंथालयाच्या माध्यमातून Online पुरविण्यात येत आहे. या पुरविण्यात येणाऱ्या सेवा वाचकांना किती परिणामकारक आहे, याचा मागोवा घेवून नवनवीन योजना सुरु करण्याचा संकल्प ग्रंथालयाने घेतलेला आहे. त्याकरिता वाचकांचा Feedback घेणे गरजेचे आहे.

उपभोक्ता प्रतिसाद (User Feedback)

''वाचक जे ग्रंथालयाचा उपयोग करतात, त्यांचा ग्रंथालयाप्रती असलेला दृष्टीकोन, त्यांची गरज, त्यांच्या सूचनाग्रंथालयापर्यंत पोहोचविण्याचे माध्यम म्हणजे ग्रंथालय उपभोक्ता प्रतिसाद **(**User Feedback**)** होय.''

The Term Feedback is Used to describe the helpful information or Criticisms about Prior action Communicated to another individuals who can use that information to adjust and improve Current and future action and behaviors. (Wyse, 2015)

उपभोक्ता प्रतिसाद (User Feedback) पद्धति

प्रत्येक ग्रंथालयात वाचकांकडून Feedback घेण्याची पद्धत वेगवेगळी असू शकते. वाचकांच्या माहिती विषयक गरजा जाणून घेण्याच्या पद्धतीनुसार वाचकांचा ग्रंथालयाविषयीचा दृष्टीकोन सुद्धा लक्षात घेणे आवश्यक आहे आणी त्याकरिता खालील पद्धतींचा वापर करण्यात येतो.

अ) सामान्य किंवा पारंपारिक पद्धती (General or Conventional Methods)

1) प्रश्नावली (Questionnaire)
2) मुलाखत (Interview)
3) दैनंदिनी (Diary)

4) स्वंय निरक्षण (Self Observation)

5) क्रियान्वित संशोधन पद्धत (Opration Research)

ब) अप्रत्यक्ष पद्धती (Indirect Methods)

6) ग्रंथालयाच्या नोंदीचे विश्लेषण (Analisys of library records)
7) उल्लेख नोंदीचे विश्लेषन (Citation Analysis)

क) विशिष्ट आणि अपरंपरागत पद्धती (Special or Unconventional methods**)**

8) संगणक प्रतिसाद (Computer Feedback)
9) ऑनलाईन प्रतिसाद (Online Feedback)

माहिती व तंत्राज्ञानाचा प्रभाव (Impact of IT on Feedback)

वाचकांचा Feedback घेण्याकरिता काही पद्धती उदा. सूचना पेटी, Printed Feedback Form, रजिस्टर पद्धती इत्यादींचा वापर करण्यात येत होता, परंतु माहिती व तंत्रज्ञानाच्या युगात e-mail, Suggestion Box on web page, e-survey Creators, pop-up form, Google Form, इ–अशा अनेक पद्धतींचा उपयोग आधुनिक काळात करण्यात येत आहे. त्यापैकी जास्त उपयुक्त अशी पद्धत म्हणजे Google Form. Google form चा उपयोग Feedback करिता ग्रंथालयात करण्यात येत आहे.

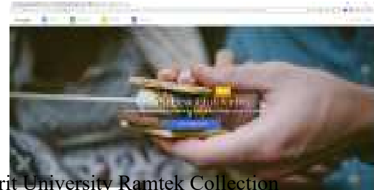
गुगल फार्म (Google Form)

ग्रंथालयामध्ये उपभोक्ता प्रतिसाद मिळविण्याकरिता Google Form चा उपयोग करणे अत्यंत सोपे आणि सहज करण्यायोग्य आहे. त्याकरिता खालील पद्धतींचा उपयोग करणे गरजेचे आहे–

–किमान G-mail Account असणे आवश्यक

Go to Google form





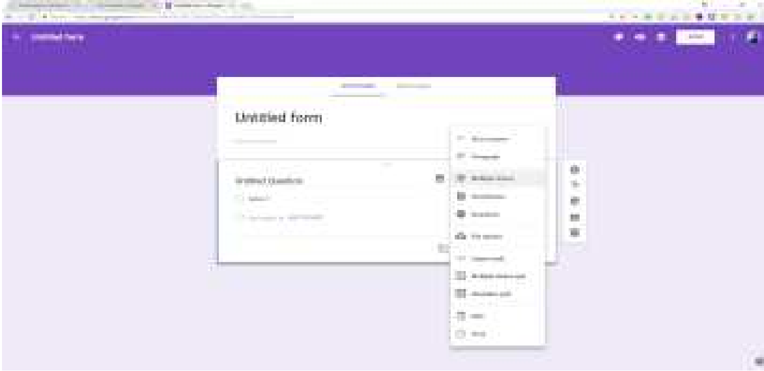
(https://www.google.co.in/intl/en/about/products/, 2017)

–Google Form तयार करुन Google Drive मध्ये Save करावा

Step 1 - New Form

- Click Blank

- New from will open



(https://docs.google.com/forms/d/1EIIQMNMPT53xJ4xFlAVK57_dqXcWvTPWLRe km7GSbOQ/edit, 2017)

वरील प्रमाणे GoogleApps मधील Google Form चा उपयोग करून आपण Feedback Form तयार करू शकतो व उपभोक्त्यांना पाठवू शकतो. यामध्ये आपणास Multiple Choice, Check boxes, Dropdown, Short Answer अशा प्रकारचे प्रश्न आपणास देता येतील अषी सुविधा आहे.

Step 2 - Edit and Format

यामध्ये आपण तयार केलेला form Edit करता येतो. Add Questions, Add images or Video, Add Section, Duplicate Questions, Delete or edit items अशा प्रकारच्या सुविधांचा वापर आपल्याला करता येवू शकतो.

Step 3 - Send Your Form to Users

तयार करण्यात आलेला Form आपल्या उपभोक्त्यांना mail द्वारा पाठविण्याची सुविधा यामध्ये आहे. आपण आपल्या ग्रंथालयाच्या Web

Page ला Link करुन घेतल्यास अधिक उपयुक्त ठरू शकते.

प्रतिसाद विष्लेषण (Response Analysis)

Google फार्मच्या माध्यमातून प्राप्त झालेल्या प्रतिसादाचे स्वयंचलीत विश्लेषण करण्याची सुविधा यात असल्यामुळे विश्लेषणाकरिता आवश्यक टेबल, ग्रॉफ वेगळे तयार करण्याची आवश्यकता भासत नाही व त्यामुळे निष्कर्षापर्यंत पोहोचणे सहज शक्य होते.

ग्रंथालय आणी ऑनलाईन Feedback Form



(https://docs.google.com/forms/d/1_o7zC75Obh3mns6dWjSIgHYOzjXYRp1c5qctgcrLR6k/edit, 2017)

कविकुलगुरू कालिदास संस्कृत विश्वविद्यालयामध्ये वरीलप्रमाणे Online Feedback Form तयार करण्यात आलेला असून त्यास ग्रंथालयाच्या Web Page ला Link करण्यात आले आहे.



(http://kksanskrituni.digitaluniversity.ac/Content.aspx?ID=1019, 2017)

ग्रंथालय सभासदांकडून पूर्वी प्रिन्टेड Feedback Form भरून घेतल्या जात होते. दर वर्षी या Form चे विश्लेषण करून ग्रंथालय समिती समोर निर्णयास्तव तसेच उपाययोजना करण्यास्तव सादर

करण्यात येत होते. मात्र यामध्ये खालील अडचणी जाणवत होत्या

अडचणी व उपाय (Problem and Solutions)

ग्रंथालयीन सेवा देत असताना Feedbak Form भरुन घेणे, त्याचा संग्रह करणे, Statistics ठेवणे, निष्कर्ष सादर करणे, हे कार्य कर्मचाऱ्यांची कमतरतेमुळे तसेच दैनंदिन कार्य पूर्ण करुन हे शक्य होत नाही. सदर समस्या इतर ग्रंथालयात सुद्धा सारख्या प्रमाणात जाणवत आहे. दिवसेंदिवस ग्रंथालयीन सेवा देणे, यासर्वांचा लेखा जोखा ठेवणे इ. कार्य Manually फार अडचणीचे आहे.

Printed Feedback Forms चे हे कार्य नॅककरिता जरी आवष्यक असले तरी Best Practices चा हा भाग असल्यामुळे कितीही आव्हानात्मक असले तरीही करणे आवश्यक आहे. यावर उपाययोजना करणे आधुनिक ग्रंथपालाचे कर्तव्य समजून ऑनलाईन Feedback Form तयार करण्यात आलेला आहे. त्याची लिंक ग्रंथालयाच्या Web Page ला देण्यात आलेली असल्यामुळे खालील प्रमाणे फायदे आहेत–

फायदे

1) वाचकांचा तसेच कर्मचाऱ्यांचा वेळ वाचतो.
2) स्टेशनरीची बचत होते.
3) वाचक स्वतःच्या वेळेनुसार कोणत्याही ठिकाणावरुन ऑनलाईन Feedback Form भरू शकतो.
4) वाचकांच्या Feedbackps विश्लेषण संगणकीय पद्धतीनुसारत्वरीत प्राप्त होते.
5) NAAC करिता Best Practices म्हणून उपयोग दाखविणे शक्य आहे.
6) प्रतिसादाच्या विश्लेषणाचे Graphs आणि Tables तयार करण्याची आवश्यकता भासत नाही, तर ते संगणकीय पद्धतीने आपोआपच तयार होतात.

7) वैयक्तिक तसेच सामुहिक प्रतिसाद संगणकावर तपासणे सोपे जाते.

8) ग्रंथालयीन सेवा आणि ग्रंथसंग्रह विकसित करण्यास मदत होते.

निष्कर्ष

बदलत्या काळानुसार ग्रंथालयाच्या सेवांमध्ये ज्याप्रमाणे बदल आवश्यक झालेले आहेत. त्याचप्रमाणे ग्रंथालयाच्या कार्यपद्धतीमध्ये सुद्धा बदल करणे आवश्यक आहे.

वाचकांच्या गरजा व त्यांना उपलब्ध असलेली ग्रंथालयीन सेवा व सुविधांबाबत त्यांचे विचार, दृष्टीकोण जाणून घेण्यास्तव ऑनलाईन फार्म चा उपयोग Google Form App च्या मदतीने केल्यास ग्रंथपालांच्या दैनंदिन कार्य पद्धतीत सुधारणा होवून कर्मचाऱ्यांचा वेळ वाचू शकते. त्याचप्रमाणे तंतोतंत माहिती, वाचकांचे ग्रंथालय विषयीचे मत जाणून घेवून पुढील विकासात्मक योजना ग्रंथालयात राबविण्यास मदत होवू शकेल.

ग्रंथालय सभासदांचा Online / electronic सेवा सुविधा उपलब्धतेकडे असलेली ओढ व त्यांची आवड बघता आधुनिक काळातील ग्रंथपाल म्हणून या ऑनलाईन फिडबॅकची सोय उपलब्ध करून दिल्यास ही बाब आनंददायी ठरू शकते.

SKILLS REQUIRED FOR LIS PROFESSIONAL'S

INTRODUCTION

LIS is challenging profession in the knowldege society. Technology has brought changes in every field of life such as Education, Health, Defence, Industry etc. Library and Information Science is now separate discipline. There is demand for librarians having multi dimenstional aptitude in the areas of technical work, adminstrative work and also in providing user oriented services along with essencials soft skills. Now in libraries the information is kept in electronic resources. LIS professional need to update their knowldege and skill for keeping and dissemination the information through electronic resources.

APPLICATIONS OF TECHNOLOGY IN LIBRARY

Technology has brought drastic changes in every walk of life. Libraries are not exception Computer and its equipment are use combinative in library or other field called information Technology. Technology is helpful not only generating, storing, and preservation but also transmission, retrieval and disseminating of information. Automation of these operations by using technology librares provides better service to its readers.

Information technology and information growing very fast day to day. It is difficult to manage the information in technological age. Users are facing the problem of searching and retrieval the information. Technology provides the solution to this problem very clearly. In library there are various resources such as Books, Journals, electronics resources, audio-video records etc. technology is used for handling literature or information with computer and its communication technology tools.

With the help of technological tools transfer the traditional library into online library which are Automation, Digitization, Internet, Resource sharing, Consortia, Web OPAC, Electronic

Institutional Reopsitories, different type of Resources etc.

BENEFIT FOR LIBRARIES

- Save the time
- Save the money
- Avoid in duplication work
- Work speed
- Accuracy in services
- Reliability job
- Easy access of information
- Right information in right time In right user

Technology increase productivity and motivation, skill and management of LIS Services

ESSENCIAL SOFT SKILLS

Following are essencial soft skills required to providing research oriented library services and become a successful library professional.

- Listening skills
- Communication skills
- Interpersonal skills
- Public relations
- Customer service
- Leadership skills & Teamwork
- Negotiating skills
- Writing skills
- Project management skills
- Presentation skills
- Teaching skills

All the Education Institution and Committees related LIS Professional developing competencies. LIS Education trained the

students how to use the library services.LIS Education includes following subjects which are helpful for professional in handling Library functions. They are Information technology basic, Fundamentals of LIS Research in Library Management, Classification, Cataloguing, Information Consolidation and Retrieval system, system Analysis, Library Automation etc. The syllabus of the LIS Education is an interdisciplinary nature for professiionals and it is one of the sources to provide a better training for Library Professionals.

REQUIRED SKILLS FOR ELECTRONIC ENVIRON-MENT

A) **Generic skills :** Innovation, self-confidence, creativity, problem solving people, communication skill, customer relationship, Improving one'slearning and experience, presentation skills, stress management.XML3 etc.

B) **Managerial skills :** Local and global thinking, planning and organizational skills, Finance management skills, Team building, Decision making, Leadership databases search, Negotiation skills, technical professional skills, time mangaement, Resource management. Metadata.

C) **Professional skills :** Information technology skills : a) Hardware/software and networking b) MS-Office suite c) Presentation software's e.g. power point.etc, d) Internet e.g. E-Mail., e) Scaning techniques, f) Networking skills g) Content development i) Digitization j) Web based services. K) Virtual learning.

LIS : PROFESSIONALS IN TECHNOLOGICALAGE

Information professional is someone who collects record, organizes, restore, preserve, retrieves and disseminate printed or digital information, LIS prodessional is most frequently used interchangeable with librarian LIS professional

traditionally manage informationin print materials. Now a day's libraries make extensive use of modern technology, hence the role of librarian has been enhancing. (WIKIPEDIA, 2016).

LIS is one of the challenging professions to making knowledge in technological age. LIS professional are very well aware about the effect of technology on library. Library professional known as information scientist, documentalist, information manager, librarian, cybrarian. LIS professional have manage skills for handling information in library.

LIS professional found a completely new solution to old problem in library by acceptin technolgy. Some of the new technological items which have to LIS professional need to think seriously for efeective utilization of information.

- CD-ROM searching
- Meta data standard
- Information portals
- Online data base
- Online networking
- Online book reservation
- Online learning information
- ICT trends
- Cloud computing
- Web technology

Results

In the Academic librarians and his team has a very important role to play as they have to satisfy the critical multidimensional information needs of their users. They have to use those technological tools in which the user is comfor-table in order to sustain customer driven market. Technology is playing an important

role in enchance development of library sevices. Inormation Technology has brought revolutionary changes in the rapid advancement for handling various inormation resources in Library Therefore, LIS Professionals consisting need of time to tremendously increasing the skills themselves for disseminating information as per requirement user.Traditional linear work processe and top-down controls are no longer sufficient, but are gradually being replaced with alternate organizational desings and new management.

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PLAGIARISM AWARENESS

Introduction

Mostly the research scholars, academicians, students, authors, publishers and who are concerned with the writing work, they are everybody is facing the problem of plagiarism. So the issue of plagiarism is directly concerned with the standard of higher education system in a country. Writers or researchers are unknown from the UGC notification for promotion of academic integrity and preservation of plagiarism in higher educational institutions regulation 2018.

I have tried to create awareness in to the concerned researchers and policy of UGC regarding system for plagiarism.

What is plagiarism?

The mining of plagiarism is "the process or practice using another person's ideas or work pretending that it is your own". (Cambridge Dictionary) According to Oxford Dictionary "Plagiarism is the practice of taking someone else's work or ideas and passing them off as one's own" (Oxford English Dictionary) in encyclopedia of Britannica it is known as "fraudulence, forgery, piracy practice" which is in violation of copyright law. (Encyclopedia of Britanica, 2019)

Role of UGC

It is easy to define the term plagiarism but it is very much difficult to check plagiarism and some further issues. So the UGC has recently adopted its policy/Regulation to control such plagiarism problems which is known as UGC notification (promotion of academic integrity and preservation of plagiarism in higher educational institutions) Regulation 2018. In this regulation higher educational institutions create a mechanism to check plagiarism so as to ensure that each of the paper publication/ dissertations/ research papers/thesis by researchers, faculties, or any other writer or staff of education system is checked for plagiarism before the final submission. (UNIVERSITY GRANTS COMMISSION, 2018)

Provisions in Regulation

There is a provision of panel to investigate allegations or the complaints are as following :

I) Departmental Academic Integrity Panel (DAIP)

II) Institutional Academic Integrity Panel (IAIP)

After receiving the complaint to the DAIP, it is mandatory for DAIP to investigate the matter and submit the recommendation to the IAIP. The IAIP have been given power to review the recommendations of DAIP including penalties with due justification and send the report investigation and the recommendation on penalties to be imposed to the head of department of the Higher Educational Institutions within a 45 days. (Singh, 2019)

Levels of Plagiarism and penalties / punishment

A student who submits plagiarized thesis or dessertations shall be punished considering the level of the plagiarism in his/ her work as following :

Sr. No.	Levels of Plagiarism	% of Plagiarism	Penalties/ punishment	
			Thesis and Dissertations	**Academic and Research Publications**
1	Level – 0	up to 10%	Minor Similarities, no penalty.	Minor Similarities, no penalty.
2	Level – 1	10% to 40%	Such student shall be asked to submit a revised script within a stipulated time period not exceeding 6 months.	Shall be asked to withdraw manuscript.
3	Level – 2	40% to 60%	Such student shall be debarred from submitting a revised script for a period of one year.	i) Shall be asked to withdraw Manuscript. ii) Shall be denied a right to one Annual increment. iii) Shall not be allowed to be a supervisor to any new Master's, M.Phil., Ph.D. Student/scholar for a period of two years.

Sr. No.	Levels of Plagiarism	% of Plagiarism	Penalties/ punishment	
			Thesis and Dissertations	**Academic and Research Publications**
4 new M.Phil.,Ph.D. scholar for a of three years.	Level – 3	above 60%	Such student's registration for that programme shall be cancelled.	i) Shall be asked to withdraw Manuscript. ii) Shall be denied a right to two Successive annual increments. iii) Shall not be allowed to be a Supervisor to any Master's, Student/ period

It is clear that those who are guilty of plagiarism there is some penalty / punishment .The punishment is not only student but will also punished to the guide/supervisor of the thesis.

Exclusion from Plagiarism

a) Quoted work reproduced with all necessary permission and/ or attribution.

b) All references, bibliography, table of content, preface and acknowledgements.

c) All generic terms, laws, standard symbols and standards equations.

Software's for plagiarism

In the market so many software's are available .like Urkund, Duplicheker, Plagarisma, Plagscan, Plagiarism Checker, PDS and so many. Some of the plagiarism checkers software's are on line and free/ open access.

INFLIBNET centre Gandhinagar is autonomous Inter University centre of UGC in India. They are providing facility of plagiarism checking through Urkund online plagiarism software for universities and institutions who are the member of shodhganga Thesis database. Urkund Support near about all file formats like .doc,.docx,.ppt,.pdf.txt,.rtf,.html,.htm,.wps

and .odt etc. (INFLIBNET)

Results

In India, the UGC formulate regulation / policy to control the plagiarism so it is clear that this initiatives of UGC maintain its standard and deal with the issue of plagiarism. Some of the problems I fill that different disciples need to be treated differently. The level of plagiarism in the social science and science these different disciplines should have different level of similarities for this purpose.

It may be hoped that the provision of punishment will help in the lead to originality and improving quality of research in the higher education system.

Shodhganga of INFLIBNET use Urkund Software for checking plagiarism and suggest their member institutions. Through this software all the research can check their research publications and submit final in any publications.All the Institution/universities in India must implements this regulation effectively in its working place so the coming years will show how far the plagiarism avoided and give the credit to original author.

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ABOUT THE BOOK

RESEARCH ORIENTED LIBRARY SERVICES which provides users with the latest information or published literature on their particular subject of interest' may be defined as 'knowledge of recent developments.'

The information explosion has created a need for dissemination of information. The technological developments have made the service easier in disseminating of information right user at the right time. Library services are useful to solve the problems created by the growth of literature.

Due to the enormous growth of scientific and technical literature, researchers find it difficult to cope up with the published literature. It is becoming more and more difficult for them to keep themselves up to date and well informed in the field of their specialization.

RESEARCH ORIENTED LIBRARY SERVICES is one of the best ways to bring the resources of the Libraries to the notice of the users.

There is fundamental and philosophical change in Library Services during last two decades. The present book is to review the status of manual and computerized servises of the Libraries, for the reasons that there are very few systematic and detailed books on practical based services of Libraries, has been publishing so for.

More over the present book attempts to prepare research oriented library and suggest some solution for the up gradating and enhancing the library services of college and University Libraries. The book covers the all aspect of Library services right from the genesis, Objectives, Need, use, Types, Steps, Methods of communication, Mechanisms, Characteristics etc . to web based services also .

This is the outcome of the research work by the author, in their whole life of work practice at Kavikulaguru Kalidas Sanskrit University and Rastrasant Tukadoji Maharaj Nagpur University, Nagpur and many other collaborative libraries. It is definitely helpful to the students, teachers and research scholars in LIS profession.